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HCX5000i System
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Attendant Operations SelecSet 500A User Guide



HCXTD840

Table of Contents

Preface

1 About Your SelecSet 500A

The Display	1-3
Displaying Caller ID Information	1-7
Displaying Programmable Key Information	1-9
Displaying VIP and Language Status.....	1-10
Keys	1-12
Fixed Keys.....	1-13
About Call Appearance Keys (CAPs).....	1-16
Soft Keys	1-18
Programmable Keys	1-20
Suggested Programmable Keys.....	1-21
Optional Programmable Keys	1-23
Key Lamps	1-26
Basic Operations.....	1-27
Calling	1-28
Placing An Outside Call	1-29
Placing an Outside Call for an Idle Station	1-30
Answering	1-31
Answering Returned Calls (Recalls)	1-33
Answering Coverage Calls	1-35
Answering Multiple Calls	1-37
Holding	1-38
Holding a Single Call	1-39
Holding Multiple Calls (Soft Park)	1-41
Transferring	1-42
Switchhook-Flash To Transfer Calls	1-44
Conferencing	1-46
Bridged CAPs to Create a Conference	1-48
Creating a Multi-party Conference.....	1-50
Messaging.....	1-52
Breaking Into a Busy Station.....	1-60

2 Additional Operations

Soft Key-Controlled Features.....	2-3
Registering Call Restrictions	2-5
Canceling Call Restrictions	2-7
Coverage	2-8
Registering Coverage.....	2-9
Canceling Coverage.....	2-11
Credit Limit	2-13
Controlling Credit Limit	2-15
Do-Not-Disturb.....	2-19
Ringing a Do-Not-Disturb Station.....	2-24
Transferring to a Station in Do-Not-Disturb.....	2-25
Receiving Forwarded Calls from DND Stations	2-26
Setting the System Clock.....	2-28
Wakeup/Reminder Calls	2-32
Registering a Wakeup/Reminder Call.....	2-33
Canceling a Wakeup/Reminder Call.....	2-35
Registering a Second Wakeup Call.....	2-36
Canceling a Second Wakeup Call.....	2-39
Registering a Repeat Wakeup	2-41
Displaying and Providing a VIP wakeup.....	2-43
Viewing the Cost of Calls	2-46
Other Feature Operations	2-47
Assigning an Account Code	2-47
Alarm Indications	2-50
Receiving a Combined Alarm	2-50
Receiving a System Alarm	2-51
Receiving a PMS Alarm	2-52
Receiving a VMS Alarm	2-52
Receiving an Answer Detection Alarm	2-53
Receiving a Wakeup/Reminder Call Alarm.....	2-53
Receiving a Long Trunk Alarm	2-55
Receiving an E911 Alarm.....	2-56
Receiving a Line Lockout Alarm	2-57
Announced Calls.....	2-58

Answering Another Phone.....	2-59
Answering a Specific Line.....	2-60
Attendant Continuous Ringing	2-61
Blocking and Sending Caller ID.....	2-62
Blocking Calls Between Guest Rooms.....	2-66
Calling Out on a Specific Trunk	2-67
Camping-on to a Busy Station.....	2-68
Checking a Trunk.....	2-70
Code Calls.....	2-72
Dialing Frequently Called Numbers	2-74
Extending an Incoming Data Call to a Station	2-76
Intercom (ICOM) Calls.....	2-77
Night Service	2-78
Paging	2-79
Parking a Call	2-82
Recording a Conversation.....	2-83
Redialing Numbers	2-85
Sending Pushbutton Tones.....	2-87
Training Attendant Operators	2-89
Trunk Answer From Any Station (TAFAS).....	2-90
Programming Your SelecSet 500A	2-92
Programming an Autodial Number	2-95
Canceling a Feature	2-96
Labeling Instructions	2-97
Quick Reference Sheet.....	2-99

Appendix: Testing the Console

Entering Test Mode.....	A-2
Demonstrating Ringing Frequencies	A-6
Changing the Ringing Level.....	A-7
Demonstrating Default Ringing Patterns.....	A-9
Determining if a Data Adapter is Assigned.....	A-11
Displaying Your Console ROM Level.....	A-12
Testing the Liquid Crystal Display	A-13

Index

List of Figures

Figure 1-1:	SelecSet 500A	1-1
Figure 1-2:	SelecSet 500A Liquid Crystal Display	1-3
Figure 1-3:	500A fixed keys.	1-13
Figure 1-4:	Illustration of CAPs 1 through 4	1-16
Figure 1-5:	500A soft keys.	1-18
Figure 1-6:	Soft key menu	1-19
Figure 1-7:	500A programmable keys	1-20
Figure 2-1:	Recording jack.	2-84
Figure 2-2:	Programmable key numbering.	2-94
Figure 2-3:	Example of key labeling	2-98
Figure A-1:	Attendant console control panel	A-2
Figure A-2:	Console test display	A-2
Figure A-3:	Console test display	A-3
Figure A-4:	Normal ringing level (volume)	A-7
Figure A-5:	Ringing level changed to low	A-7
Figure A-6:	Default for station-to-station calls.	A-9
Figure A-7:	Displaying another ringing pattern	A-9
Figure A-8:	Displaying data adapter assignment	A-11
Figure A-9:	Displaying console ROM version	A-12
Figure A-10:	Display LCD test	A-13

List of Tables

Table 1-1	SelecSet 500A Fixed Keys	1-14
Table 1-2	Suggested programmable keys	1-21
Table 1-3	Optional programmable keys	1-23
Table 2-1	Call restriction levels	2-4
Table 2-2	Summary of credit limit types	2-13
Table 2-3	SelecSet 500A Programmable Keys	2-92
Table A-1	Description of Key Labels and Functions	A-4

PREFACE

About this section

This preface includes a description of the purpose, contents and use of this document, along with an overview of how the document is organized.

Purpose

The purpose of this guide is to describe SelecSet 500A™ attendant operations for both WelCOMM® (hotel/motel) and COMMERce® (business) systems. Differences between WelCOMM and COMMERce terminology are noted.

About the features selected for your phone

Your SelecSet 500A may not be set up to perform all the operations described in this document. However, your system administrator has carefully selected the features assigned to your phone.

When your phone system is part of a network

If your phone system is part of a private network (separate phone systems sharing resources through direct connections), attendant operations may differ slightly. Contact your system administrator and refer to the online *Networking Application Notes (HCXTD960)* for more information.

Intended audience

This guide is intended to provide the attendant or any other user of the SelecSet 500A with descriptions and guidelines regarding attendant features and functions that are available with this attendant console.

Organization

Chapters and topics included in this document are:

Section 1:	About Your SelecSet 500A	This section introduces the SelecSet 500A attendant console and provides basic information to help you understand how your telephone operates.
	Basic Operations	Describes procedures for basic attendant operations.
Section 2:	Additional Operations	Describes operations that are performed less frequently than basic operations.
	Programming Your SelecSet	Provides instructions on programming SelecSet keys.
	The Quick Reference Sheet	Provides a quick reference for the most frequently performed attendant operations.
Appendix A:	Testing the Console	Provides instructions for testing the SelecSet display and lamps.

1 ABOUT YOUR SELECSET 500A

About the SelecSet 500A

The SelecSet 500A is a multifunction telephone that is used for call control operations and to serve other users in a facility. It is also called an attendant console. Your SelecSet 500A should look like the one shown in [Figure 1-1](#). Note that some of your keys may be labeled differently.

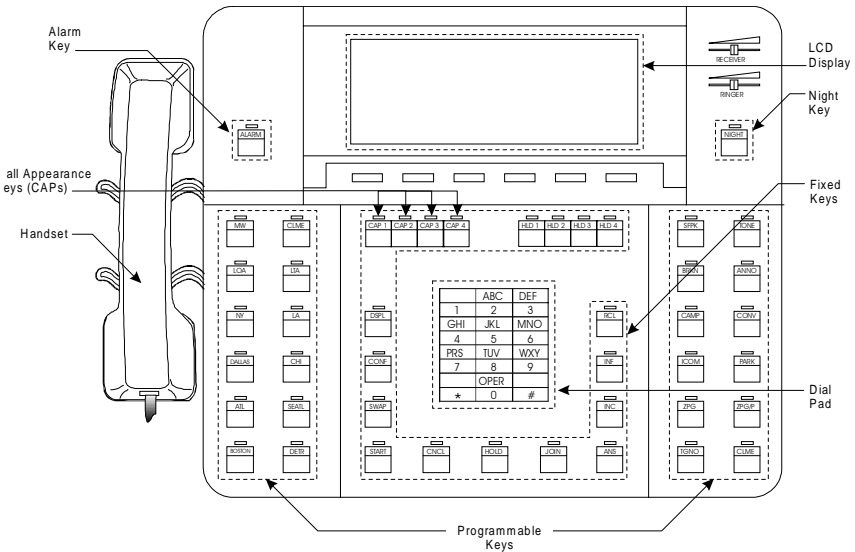


Figure 1-1: SelecSet 500A

SelecSet keys

The SelecSet 500A has 21 fixed keys, 24 programmable keys, and an 8 x 40 display. Operations are performed using the display and the keys. Both are described in detail on the following pages.

The Display

About the display

The SelecSet 500A 8 line, 40 character display simplifies the placement and answering of calls, along with other attendant functions. See [Figure 1-2](#) for an example of what you see when your console is idle.

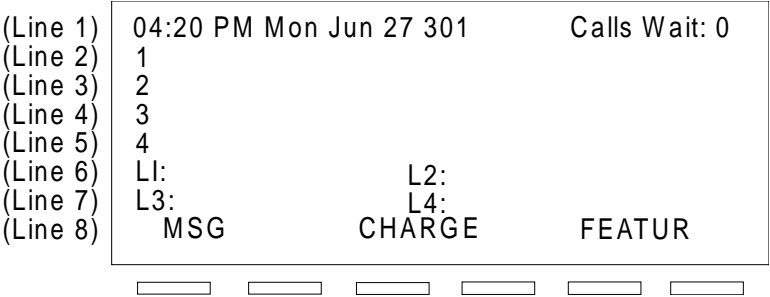


Figure 1-2: SelecSet 500A Liquid Crystal Display

Display components

A line-by-line explanation of the display follows.

Line	Function
1	Provides the time and date, your station number, and the number of calls waiting. The calls waiting display registers incoming 3- or 4-digit trunk calls, internal calls, information (dial 0) calls and recalls (outside calls that are transferred to a station that does not answer and automatically return to your console). While users in your facility call you by dialing 0, you also have your own 3- or 4-digit station number.
2 through 5	Represent call appearances. Four call appearances keys, or CAPs, labeled CAP, CAP2, CAP3 and CAP4 are provided. Each CAP can be used to represent a single call. CAPs are located above and to the left of the keypad. They are discussed in more detail under “ Displaying Caller ID Information ” on page 1-7.
6 and 7	Display information about <i>hold loops</i> . Four hold loops (HLD1-HLD4) are usually provided on your SelecSet. These hold loops are located above and to the right of the keypad. Hold loops are discussed in greater detail under “ Displaying Caller ID Information ” on page 1-7.
8	The soft key menu lets you retrieve messages, view the charge for the last outgoing call made from the console, and control certain station features. See “ Soft Keys ” on page 1-18 for more information.

Display changes

The displays on your SelecSet 500A change depending on the operation being performed. For example, line 8 of the display can be used to show how a particular key is programmed. As various operations are described in the following sections, you see examples of the appropriate displays. This section illustrates the most commonly viewed displays.

When you dial an internal number

You see this display when you dial a number in your facility:

04:20	pm	Mon	Jun	27	301	Calls	Wait:	0
1*	Dial	300						
2								
3								
4								
L1:					L2:			
L3:					L4:			
MSG				CHARGE			FEATUR	

**When you
connect to an
internal
number**

You see this display when you are connected to that number:.

04:20	pm	Mon	Jun	27	301	Calls	Wait:	0
1*	Connect	300		MARTIN	RYAN	In	Office	
2								
3								
4								
L1:					L2:			
L3:					L4:			
MSG				CHARGE			FEATUR	

**When you
answer an
internal call**

You see this display when you answer a call from someone within your facility:

04:20	pm	Mon	Jun	27	301	Calls	Wait:	0
1*	Inc	Sta	300		MARTIN	RYAN		
2								
3								
4								
L1:					L2:			
L3:					L4:			
MSG				CHARGE			FEATUR	

Displaying Caller ID Information

About caller ID display

Depending on your phone system setup, your SelecSet may display caller ID information for incoming calls. This data may include the caller's name and/or the caller's number. Caller ID data displays between the first and second rings for new and waiting calls. If the caller has privacy set, your SelecSet displays privacy text.

Ringing call

The following display is shown for a ringing PRI call:

```
05:56 pm Wed Sep 24 2002 Calls Wait: 0
1 Inc Trnk 6300 DUNN CAROLYN 7704468820
2
3
4
L1: L2:
L3: L4:
MSG CHARGE FEATUR
```

Answered call

This displays when you answer an incoming PRI call:

```
05:56 pm Wed Sep 24 2002 Calls Wait: 0
1 *Inc Trnk 6300 DUNN CAROLYN 7704468820
2
3
4
L1: L2:
L3: L4:
MSG CHARGE FEATUR
```

Receiving a call from a payphone

If you receive a call from a pay phone or some type of public telephone, you see the word PAYPHONE on your display.

Receiving a call from a new number

When you receive a call from a new telephone number, you may see the number displayed but not the name, because the name may not be registered in the central office where the call originated.

Receiving a call from a business

If you receive a call from a business whose PBX is not networked with your phone system, the business name and number is displayed, but not the caller's name or extension number.

Displaying Programmable Key Information

Procedure

To display autodial information:

- 1** Press <DSPL>.
 - 2** Press the autodial key whose information you want displayed.
 - 3** Press <START> or lift handset to return to the basic display.
-

Displaying VIP and Language Status

About VIP and language indicators

If your SelecSet 500A attendant console is used in a front desk operation or hotel/motel environment and a guest with VIP or foreign language status calls you, you may see VIP and language indicators on your SelecSet display. Examples of displays showing VIP and language indicators follow.

If a guest has only VIP or language designated, that indicator is displayed in the same position as when the guest has both.

Ringling VIP/language call

You see this display for a ringing VIP language call:

05:56 PM Wed Sep 24 11458 Calls Wait: 0									
1 * Ringing 11852 Dunn Carolyn / V FR TOS=1									
2									
3									
4									
L 1 :					L 2 :				
L 3 :					L 4 :				
MSG			CHARGE				FEATUR		

**Answered
VIP/language
call**

You see this display when you answer a VIP/language call:

05:56 PM Wed Sep 24 11458 Calls Wait: 0
1 * Connect 11852 Dunn Carolyn/V FR TOS=1
2
3
4
L1: L2:
L3: L4:
MSG CHARGE FEATUR

Keys

Key types

Your SelecSet 500A is equipped with three types of keys. These include:

- 15 fixed keys
 - 6 soft keys
 - 24 programmable keys
 - Suggested programmable keys
 - Optional programmable keys
-

Fixed Keys

About fixed keys

Fixed keys provide easy access to important, frequently used functions. Their location and purpose cannot be changed. In [Figure 1-3](#), the fixed keys are enclosed by dotted lines. [Figure 1-3](#) shows how each fixed key is labeled. [Table 1-1](#) on page 1-14 provides a brief explanation of the function of each fixed key. Details on how and when to use these keys are provided later.

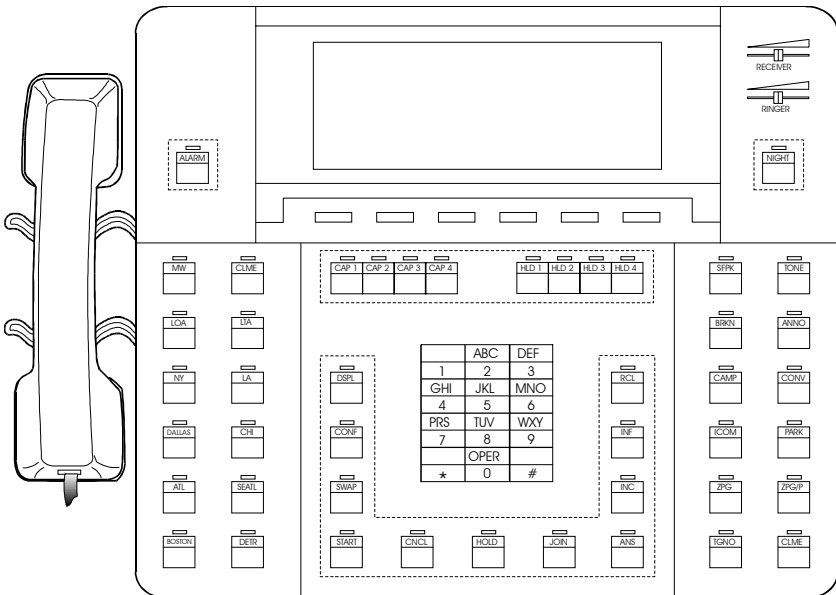


Figure 1-3: 500A fixed keys

Table 1-1 SelecSet 500A Fixed Keys

Key Name	Function/operation
<ALARM>	The major/minor alarm lights steadily when a system malfunction is detected. The alarm remains lit until the problem is corrected.
<NIGHT>	Press <NIGHT> to place the system in night mode
(CAP1-CAP4)	Call appearances are virtual lines that are used to receive/place/hold calls while call control operations are performed. CAPs can represent up to four calls, with each CAP representing one call.
<HLD1>-<HLD4>	Hold loops are used to place up to four calls on hold, with each held call represented by a display. (Each hold loop can be used to place a single call on hold).
<DSPL>	Press <DSPL> to display functions of programmed keys
<CONF>	Press <CONF> to establish a conference call. Press <JOIN>, dial a station number or outside number and press <CONF> to establish a three-party conference. Press <CONF>, dial a number and press <CONF> again to establish a multiparty conference of up to six parties.
<SWAP>	Press <SWAP> to alternate between two sides of a split call.
<START>	Press <START> to originate calls or perform other call processing functions (like picking up the receiver on other phones). Gives or cancels dial tone.
<CNCL>	Press <CNCL> during call transfer if you misdial a number. Pressing this key disconnects the last party added to a conference.
<HOLD>	Press <HOLD> to place an active call on hold.
<JOIN>	Press <JOIN> to transfer a call and return to the idle state.
<ANS>	Press <ANS> to answer all calls that ring at the attendant position.

Table 1-1 SelecSet 500A Fixed Keys (continued)

Key Name	Function/operation
<INC>	Distinguishes incoming calls from outside the facility. When an outside call comes to the console, the <INC> key and the <ANS> key both ring. Press either key to answer.
<INF>	Distinguishes calls from inside the facility. When an inside call comes to your console, the <INF> key and the <ANS> key both ring. Press either key to answer.
<RCL>	The <RCL> key distinguishes recalls (returned calls) from other calls. When a recall comes to your phone, both the <RCL> key and the <ANS> key ring. Press either key to answer.

**Keys used to
answer specific
calls**

These keys are used to answer specific types of calls:

- Incoming
- Information
- Recall

When calls ring at these keys, the associated lamp flashes.

About Call Appearance Keys (CAPs)

CAP keys

Call appearance keys, labeled 1, 2, 3, and 4, are located below the display and soft key menu and above and to the left of the key pad.

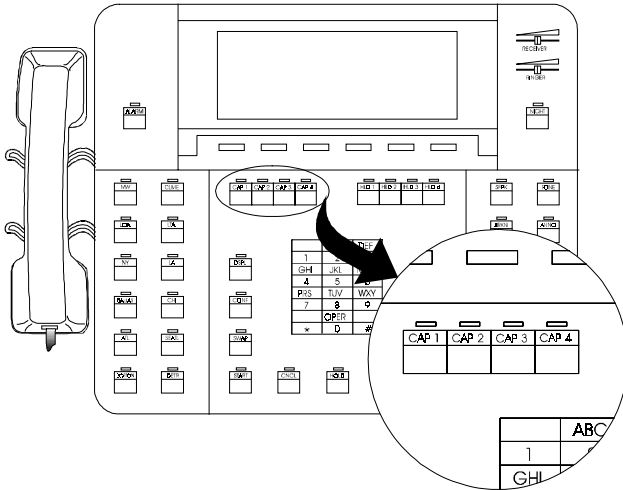


Figure 1-4: Illustration of CAPs 1 through 4

Fixed keys

These keys are *fixed* because their location and purpose do not change. However, they have different functions than the other fixed keys. Together these keys simulate having four lines to your phone. While you actually have only one line, you can use CAPs 1, 2, 3, and 4 for multiple calls.

When you perform call handling functions (answering, placing a call, etc.), the lowest-numbered CAP available is automatically selected to represent the call. To answer the call, press the flashing CAP.

**Call
appearance
key lamps**

The lamps above the CAPs show the status of each CAP:

This lamp status...	Indicates that...
Dark lamp	the CAP is idle
Winking CAP	a call is on hold
Flashing lamp	a ringing call
Steadily lit CAP	an active call

**CAP
availability**

At least two CAPs must be available before a call can be answered: one to answer calls and another to place calls.

**Calls that ring
at CAPs**

The following calls ring at a CAP (rather than at one of the answer keys):

Call type	Description
Automatic callback	Rings with a fast ringing pattern
Outgoing trunk queuing	Rings with a fast ringing pattern
Calls to your directory number	Any call to a station number assigned to the 500A that usually consists of three or four digits
Priority calls to the attendant	Ring at the highest numbered CAP available.

Soft Keys

About soft keys

Six blank soft keys are located just under the display. In Figure 1-5 the soft keys are enclosed by dotted lines.

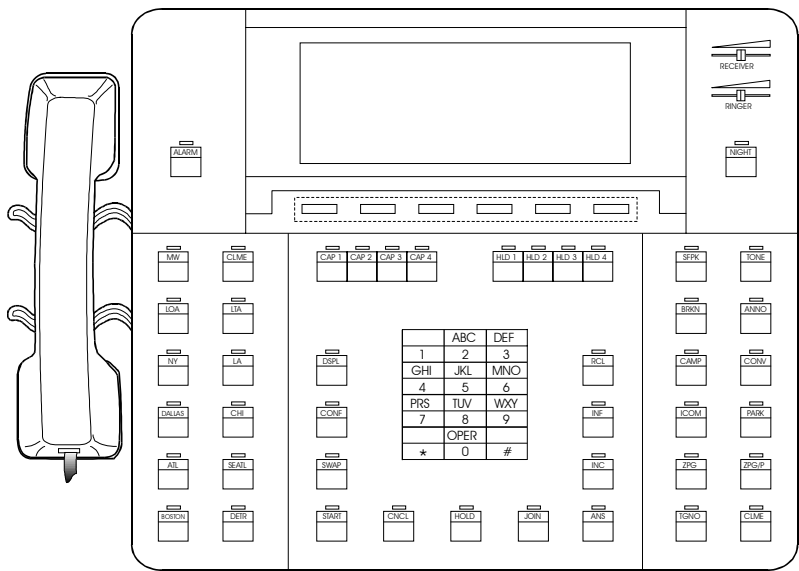


Figure 1-5: 500A soft keys

Purpose

Soft keys perform various functions, depending on how your phone is used.

Labels

Labels are affixed to the bottom of the display to identify active soft keys. In Figure 1-6, the bottom line of the SelecSet 500A phone shows the soft key menu.

Soft key menu

See [Figure 1-6](#) for an example of the soft key menu.

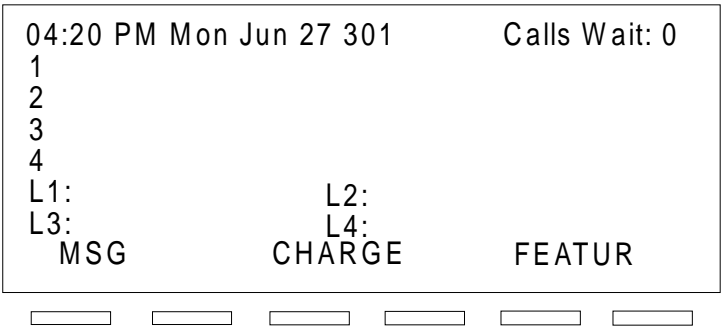


Figure 1-6: Soft key menu

Components of soft key menu

The soft key menu consists of three basic keys:

Press this key...	To do this...
MSG	retrieve or delete three types of messages including callmes
CHARGE	view the duration and cost of your last outgoing call
FEATUR	display features that you can control for stations in your facility. These features include: <ul style="list-style-type: none">• coverage• wakeup/reminders• do-not-disturb• call restrictions• credit limit

Programmable Keys

About programmable keys

The SelecSet 500A includes 24 programmable keys, indicated by dotted lines in [Figure 1-7](#).

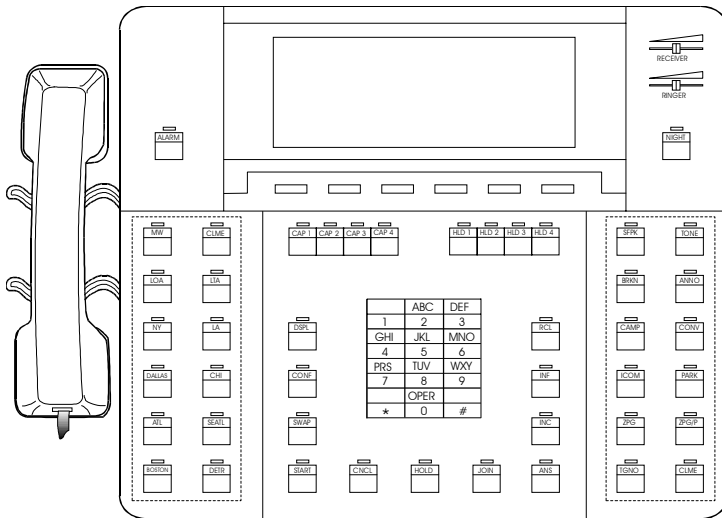


Figure 1-7: 500A programmable keys

Key assignment

Six of these programmable keys should be used for specific features, and are described in the section entitled [“Suggested Programmable Keys”](#) on page 1-21.

You can use the remaining keys as autodial keys (for one-touch access to access codes, account codes, and frequently called numbers) or optional features. See [“Optional Programmable Keys”](#) on page 1-23. Programming instructions are at the end of this guide.

Suggested Programmable Keys

About suggested programmable keys

Suggested programmable keys should be assigned to features that are important or frequently performed attendant operations. Your system administrator assigns all of these keys at the Customer Maintenance/Administration Terminal (CMAT).

Table 1-2 Suggested programmable keys

Key Name	Purpose
<CLME>	Press <CLME> to send a callme message for and turn on the message waiting lamp of a called station.
<DISC>	Disconnects an active call or operation and immediately lets you dial another number (without first pressing <START>).
<LTA/VER>	The lamp associated with the long trunk alarm/verification key flashes when a trunk has been connected for an unusually long time. You also can press <LTA/VER> to check a specific trunk.
<OVR> (override)	Press <OVR> to break into a busy station or a busy trunk. All parties hear breakin tone and a three-way conference is established. Also breaks into a station with do-not-disturb activated. This button can be used for the switchhook flash to a trunk feature to access central office trunks and related services.
<SFPK>	Use the <SFPK> soft park key to place up to ten calls on hold, using a single key. Calls held at this key are answered in first in/first out order (FIFO) and do not occupy a call appearance (CAP) key.

Table 1-2 Suggested programmable keys (continued)

Key Name	Purpose																				
<TONE>	Press the <TONE> key to cancel automatic hold, so that you can operate equipment controlled by touch tones.																				
<CALM>	<p>The lamp associated with the combined alarm key lights when a malfunction is detected in the system, the answer detection link, the PMS/PMSHOBIC link, or the VMS link. The CALM lamp stays lit until the problem is corrected.</p> <p>The CALM lamp indicates the status of the alarms:</p> <table><tr><th>This lamp status...</th><th>Indicates that...</th></tr><tr><td>Dark</td><td>no alarm conditions exist</td></tr><tr><td>Lit steadily</td><td>one alarm has occurred</td></tr><tr><td>Slow wink/flash</td><td>two or three alarms have occurred</td></tr><tr><td>Fast wink/flash</td><td>all four alarms have occurred</td></tr></table> <p>When you press the <CALM> key, alarm(s) that are activated are shown in the LCD:</p> <table><tr><th>This display...</th><th>Represents this alarm...</th></tr><tr><td>MJ/MN</td><td>major/minor system alarm</td></tr><tr><td>ANSDet</td><td>answer detection link alarm</td></tr><tr><td>PMS</td><td>PMS/PMSHOBIC link alarm</td></tr><tr><td>VMS</td><td>VMS link alarm</td></tr></table> <p>The PMS alarm applies to WelCOMM systems only.</p>	This lamp status...	Indicates that...	Dark	no alarm conditions exist	Lit steadily	one alarm has occurred	Slow wink/flash	two or three alarms have occurred	Fast wink/flash	all four alarms have occurred	This display...	Represents this alarm...	MJ/MN	major/minor system alarm	ANSDet	answer detection link alarm	PMS	PMS/PMSHOBIC link alarm	VMS	VMS link alarm
This lamp status...	Indicates that...																				
Dark	no alarm conditions exist																				
Lit steadily	one alarm has occurred																				
Slow wink/flash	two or three alarms have occurred																				
Fast wink/flash	all four alarms have occurred																				
This display...	Represents this alarm...																				
MJ/MN	major/minor system alarm																				
ANSDet	answer detection link alarm																				
PMS	PMS/PMSHOBIC link alarm																				
VMS	VMS link alarm																				

Optional Programmable Keys

About optional programmable keys

Optional programmable keys can be used as autodial keys (for one-key access to access codes, account codes, and frequently called numbers), or for optional features. While some optional programmable keys are programmed from your attendant console, others must be programmed from the Customer Maintenance/Administration (CMAT) terminal by your system administrator. See [Table 1-3](#) for a list of possible uses for optional programmable keys.

Table 1-3 Optional programmable keys

Key Name	Purpose
Autodial keys	Provide one-key access to access codes, account codes and frequently called numbers.
Call park <PARK>	Parks a call.
Code <CODE>	Distinguishes code calls from other calls. When a code call comes to your console, it rings at the <CODE> and <ANS> keys. Press either key to answer.
Convert <CONV>	Converts an incoming voice call to a data call, allowing the attendant to transfer the data call to a station.
Detection <DET>	Lights when the answer detection unit is down. The answer detection unit is optional external equipment.
E911 key (<E911>)	The lamp on the E911 alarm key blinks when a 9-1-1 call is made. Pressing the key displays the number of the station user who placed the call. This information is then deleted from the 911 call queue. The lamp on all attendants continues to blink until all 911 calls in the queue are deleted. This key functions with both 911 and E911 service.

Table 1-3 Optional programmable keys (continued)

Key Name	Purpose
The next three keys, Data, Auto Answer, and Data Function are required for data communications. Data communications capabilities require the use of a data adapter, which mounts underneath your SelecSet 500A phone.	
Data <DATA>	To originate, receive, and disconnect data calls (required for data communications).
Auto answer	Provides automatic answer for data calls (required for data communications).
Data function	Lets you view active data call information (required for data communications).
Headset mode (HSET)	Activates headset mode by pressing a programmable option key
Hold loops <HLD5>-<HLD8>	Place a call on hold and provide a display of the held call. The first four hold loops are fixed keys (HLD1-HLD4).
Intercom/priority <ICOM>	Originates a priority call.
Last number redial <LNR>	Redials the last number dialed.
Line lockout alarm <LOA>	Lights when a station has been in use for an unusually long time.
Manual answer <MANS>	Restricts announced calls to your SelecSet. Your phone rings and you must answer it manually.
Manual campon <CAMP>	Activates camp-on to a busy station.
Message waiting <MW>	Lights when you have a message waiting.
Outgoing trunk queuing <OTQ>	Initiates outgoing trunk queuing.
PMS/PMS-HOBIC (<PMS-A>) (WelCOMM only)	Indicates trouble with the PMS link and/or trouble over the PMS-HOBIC link when ACK/NAK protocol is used. The PMS is optional external equipment.
Priority radio paging (<PRPG>)	Initiates priority radio paging.
Radio paging (<RPG>)	Initiates radio paging.

Table 1-3 Optional programmable keys (continued)

Key Name	Purpose
Record (<REC>)	Records a conversation (requires a recorder).
Reminder alarm (<RAL>) or Wakeup alarm (<WAL>)	Indicates when a station has not answered a wakeup/reminder call. (When a wakeup/reminder call is not answered, the system automatically retries the call five minutes later. If the second attempt is unsuccessful, the system waits another five minutes and retries the call again. The <RAL> or <WAL> key lights only after the third unsuccessful attempt).
The reminder and wakeup alarms are actually the same key. However, the term <i>reminder</i> applies in COMMERce (business) environments and <i>wakeup</i> applies to WelCOMM (hotel/motel) systems.	
Room-to-room blocking (<RRB>)	Blocks calls between guest rooms. (WelCOMM systems only)
Saved number redial (<SNR>)	Saves a specific number to be redialed later.
Trunk group answer (<TGN0>-<TGN9>)	Allows you to answer calls over a specific trunk group. When a call over a specific trunk group comes to your phone, both the <ANS> key and the appropriate <TGN> key ring. You can answer using either key.
VIP wakeup (<VIP>)	The <VIP> key flashes, alerting you to place a VIP wake-up for a special guest in the hotel. Press the <DISPLAY> key plus the <VIP> key to display the name of the first guest in the VIP wakeup queue and also how many wakeups are in the queue. Press the <VIP> key to call the VIP guest's room and leave a personalized wakeup message.
VMS alarm (<VMS-A>)	Lights if the voice message system goes out. The VMS is optional external equipment.
Voice announce (<ANNO>)	Initiates a voice-announced call.
Zone paging (<ZPG>)	Accesses zone paging equipment.
Zone paging with park (<ZPG/P>)	Accesses zone paging equipment to park a call.

Key Lamps

About lamps

Each fixed or programmable key has an associated lamp located just above it. These include the following:

Lamp	Function										
Feature key lamps (CONF, JOIN)	Light when the key is activated. Answer key lamps (answer, incoming, information, recall, or trunk group answer) flash when a call terminates at the key.										
CAP lamps	Indicate the status of their associated CAPs. For example: <table><tr><th>This lamp status</th><th>Indicates</th></tr><tr><td>Dark</td><td>the CAP is idle</td></tr><tr><td>Winking</td><td>a call is on hold</td></tr><tr><td>Flashing</td><td>a ringing call</td></tr><tr><td>Steadily lit</td><td>an active call</td></tr></table>	This lamp status	Indicates	Dark	the CAP is idle	Winking	a call is on hold	Flashing	a ringing call	Steadily lit	an active call
This lamp status	Indicates										
Dark	the CAP is idle										
Winking	a call is on hold										
Flashing	a ringing call										
Steadily lit	an active call										

Basic Operations

About this section

This section provides instructions for the most frequently performed attendant operations. Other operations are described in “[Additional Operations](#)” on page 2-1.

Calling	page 1-28
Answering.....	page 1-31
Holding.....	page 1-38
Transferring	page 1-42
Conferencing	page 1-46
Messaging.....	page 1-52
Breaking into a busy station	page 1-60

Calling

Procedure

To call another party from your SelecSet 500A console:

- 1** Press <START>.
- 2** Dial the station number or outside number. If you dial an outside number, remember to dial the trunk access code first (usually 9).

You hear ringing and are connected as the called party answers. When you call an outside number, the duration of the call is displayed.

- 3** To disconnect the call, press <START>.
-

Placing An Outside Call

Procedure

To place an outside call for another station to which you are connected:

- 1** Dial the trunk access code (normally 9), and then dial the number.
 - 2** When the dialed number begins to ring, press <JOIN>.
-

Placing an Outside Call for an Idle Station

Procedure

To place an outside call for an idle station:

- 1** Press <START>.
 - 2** Dial the trunk access code (e.g. 9) then the number.
 - 3** Press <CONF>.
 - 4** Dial the station number.
 - 5** When the station user answers, inform him or her that the outside call is ringing.
 - 6** Press <JOIN>.
-

Answering

About this section

The following topics are presented in this section:

- Answering your calls
 - Answering returned calls (recalls)
 - Answering coverage calls
 - Answering multiple calls
-

Answering your calls

All calls to your phone ring at the answer (ANS) key. However, your SelecSet also has special keys assigned to distinguish certain types of calls. These include:

This key	Rings when
Incoming (INC)	Calls come to your phone from outside the facility
Information (INF)	Calls from inside the facility come to your phone
Recall (RCL)	A call from outside the facility is extended to stations that do not answer. The unanswered call returns to your SelecSet after a predetermined amount of time. (If the called station has coverage registered for outside calls, the call goes to the coverage point instead of to your SelecSet. See “Answering Coverage Calls” on page 1-35.

The next sections describe how to use these keys.

Procedure

To answer a call:

- 1 When a call rings at a key, the lamp above the key flashes.
 - 2 To answer the call, press either the <ANS> key or the appropriate special answer key.
-

About answering and CAPs

Calls to your station number ring at a CAP, rather than an answer key. To answer one of these calls, press the flashing CAP.

At least two CAPs must be available before a call can be answered. This ensures that one CAP can be used to answer a call, while another can be used to place a call.

About type of station values

Every station within your facility is assigned a type of station (TOS) value. The TOS value determines the type of calling privileges a station user has. For example, some stations are permitted to make local and long-distance calls, while others may be restricted to local calls only. When a station calls and asks you to dial an outside number, check the TOS value to make sure the connection is permitted. Ask your system administrator for a list of the connections allowed for each TOS.

For instructions on how to hold a call, see [“Holding”](#) on page 1-38. For instructions on how to transfer a call, see [“Transferring”](#) on page 1-42.

Answering Returned Calls (Recalls)

About recalls

If you or another attendant extends, camps on, or transfers a call from outside the facility to a station that does not answer, the unanswered call returns to your SelecSet (or another attendant) after a predetermined amount of time. This type of returned call is referred to as a recall.

Procedure

To answer a recall:

- 1** Press the <ANS> key or the <RCL> key.
- 2** If the called station has coverage registered for outside calls, the call goes to the coverage point rather than to your SelecSet.
- 3** You are connected to the calling party

The station status (available in this case) displays. Ringing indicates that the station is ringing. The station continues to ring while you receive further instructions from the caller. If the station answers, the display changes from *Ringing* to *Hold* and you can transfer the recall back to the station.

**Additional
recall
operations**

While connected to the recall, you can perform any of the following operations:

To turn the message light on at the called station...

- 1** Press <CLME>
- 2** The message waiting lamp is turned on.

To transfer the caller back to the called station...

- 1** Press <JOIN>.
- 2** The call is transferred back to the called station.

To transfer the caller to another station...

- 1** Press <CNCL> to disconnect the called station.
- 2** Dial a new station number (to which the call is to be transferred).
- 3** Press <JOIN>.

To disconnect the called station...

- 1** Press <CNCL>.
 - 2** The station is disconnected.
-

Answering Coverage Calls

About coverage calls

Telephone users within the facility can cover (forward) their calls to the attendant. These calls are known as coverage calls. Coverage calls ring at different keys depending on where they originate:

When the coverage call originates...	It rings at these keys
Outside the facility	<INC> and <ANS> keys
Inside the facility	<INF> and <ANS> keys

Procedure

To answer a coverage call and send it to the covered station:

- 1 Press the appropriate key to answer the coverage call.
- 2 Press <ICOM>.

The caller is placed in consultation hold and the covered station is dialed automatically. (Consultation hold temporarily removes a party from the connection so transfer or conference operations can be performed.) When sending a coverage call back to the covered station, you may want to remain in the connection to see if the station answers.

- 3 If the station answers, press <JOIN> to connect the two parties.
- 4 If the station does not answer, press <CNCL> to reconnect to the caller.

**Feature access
codes**

Stations can cover calls to you by dialing the appropriate feature access code plus 0.

Answering Multiple Calls

Handling multiple calls

Attendant operators often handle multiple calls. To handle multiple calls using a hold loop:

- 1** Press a hold loop (HLD1–HLD4) to place the active call on hold. The hold loop winks.
 - 2** Press <ANS> (or the appropriate special answer key). The display shows the active call, as well as the call on the hold loop.
 - 3** Once the second call is disconnected, press the winking hold loop to retrieve the held call.
-

CAP availability

At least two CAPs must be available before you can answer a call. This ensures that one CAP can be used to answer a call, while another can be used to place a call.

See “**Holding**” on page 1-38 for more details on holding calls.

Holding

About holding

Depending on how your SelecSet 500A phone is programmed, you can hold calls three different ways. In most cases, it is preferable to use the soft park key or a hold loop to hold calls because the <HOLD> key uses a CAP. A description of each of the different methods follows:

Method	Description
Soft park key	Use it to place up to 10 calls on hold. The held calls do not occupy a CAP. Calls are automatically retrieved in first-in/first-out order. Therefore the first call placed in soft park hold is the first call retrieved. Although soft park is often used to hold single calls, hold loops are preferred because they do not tie up CAPs. Your system administrator must program this key.
Hold loop (1-8)	Use to hold a single call. The held call does not occupy a CAP. A single key represents a single call when using a hold loop. Your system administrator must assign hold loops 5-8.
<HOLD> key	Use it to place a single call on hold. Not recommended because the held call occupies a CAP. However, you must use the <HOLD> key to hold a conference.

Holding a Single Call

Using a hold loop...

To hold a single call using a hold loop:

- 1 Press a hold loop (HLD1-HLD4) to place an active call on hold.

The hold loop winks, and the associated hold loop displays the held call.

11:00	am	Wed	Mar	10	686	Calls	Wait:1
1							
2							
3							
4							
L1201	Station		L2				
L3			L4				
MSG			CHARGE			FEATUR	

- 2 Press the winking hold loop to retrieve the call.
-

Fixed and additional hold loops

Each SelecSet 500A terminal is equipped with four fixed hold loops (HLD1-HLD4). However, you can assign up to four additional hold loops (HLD5-HLD8) to your programmable keys. The first four hold loops are used in the examples in this guide because they have corresponding displays. Additional hold loops function in the same way, but do not have displays.

One active call and two calls held

This display indicates one active call and two calls being held using hold loop keys:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1* Connect 91168820
2
3
4
L1201 Station L2133 Station
L3 L4
MSG CHARGE FEATUR
    
```

Using the hold key

Use the hold key to hold a call as follows:

- 1 Press the <HOLD> key while on an active call.
A CAP winks representing the held call.
- 2 Press the winking CAP to retrieve the call.

Using the <HOLD> key ties up a CAP (at least two CAPs must be available before a call can be answered. This ensures that one CAP can be used to answer a call, while another can be used to place a call.) Therefore, if your console is programmed with hold loops, use a hold loop rather than the hold key to hold a single call. The hold loops are preferred because they do not tie up CAPs.

Placing a conference call on hold

To place a conference call on hold, you must use the <HOLD> key. Neither hold loops nor *soft park* can be used to hold conference calls.

Holding Multiple Calls (Soft Park)

About holding several calls

You can hold up to 10 calls on one key using soft park. Because the soft park feature provides an easy way to hold and retrieve a large number of calls, it is ideal for use during busy hours.

Placing calls on hold using soft park

To place a call on hold using soft park:

- 1 Press <SFPK> to place the call in soft park hold. CAP1 goes dark and the <SFPK> key begins to wink.
 - 2 Park up to 10 calls on the <SFPK> key.
-

Displaying calls in soft park

To display calls in soft park:

- 1 Press <DSPL>.
 - 2 Press <SFPK>.
 - 3 Press <DSPL> plus any soft key to return to the normal display.
-

Retrieving calls in soft park

Soft-parked calls are retrieved in first in/first out order, so you do not have to remember which call you placed on hold first. The first call in is always the first call out.

- Press the winking <SFPK> key. This retrieves the first call placed in soft park. The <SFPK> winks until all calls are retrieved.
When there are multiple attendants, only the attendant who parks a call can retrieve it.

Transferring

About call transfer

Use the following call transfer operation to transfer (extend) a caller to another number. You can use this procedure even if both the caller and the desired number are outside the facility.

Procedure

To transfer a call:

- 1** After making or answering a call, dial the number to which you are transferring a call. Remember to dial the trunk access code (e.g 9) if dialing an outside number.

The caller is automatically placed in consultation hold (the party is temporarily removed from the connection so transfer or conference operations can be performed.) An idle CAP is automatically selected.

- 2** To cancel the transfer and return to the caller, press <CNCL>.
- 3** To transfer before the called party answers, press <JOIN>.
- 4** To announce the call, wait until the user answers and make your announcement, and then complete the transfer by pressing <JOIN>.
- 5** To swap between the two sides of the call, when the called party answers, press <SWAP>. The active call and call on consultation hold are switched. To return to the originally active call, press <SWAP> again. You can alternate between the two calls as often as

you like. To disconnect the person to whom you are speaking and reconnect the person on consultation hold, press <CNCL>. To exit and connect the two calls, press <JOIN>.

Switchhook-Flash To Transfer Calls

Using central office features

The switchhook flash (SHF)-to-a-trunk feature lets you use central office business/telephone features to supplement the features provided by your HCX5000 system.

The most typical use of switchhook-flash-to-a-trunk is to transfer calls. Transferring calls in this way prevents you from tying up two HCX5000 trunks.

Conditions

To transfer a call using switchhook flash to a trunk, the following conditions must be satisfied:

- You must be talking on an incoming call from a central office phone
- The trunk over which this call is received must be set up to use the SHF-to-a-trunk feature.

Ask your system administrator if your system is set up for this feature.)

Example

You receive a call over a trunk that is set up for the SHF-to-a-trunk feature. The call is from Mr. Smith, whose phone is a central office station and who wants to make a reservation. You must transfer the call to the centralized reservation service for your hotel.

Procedure

To transfer a call using the switchhook-flash-to-trunk feature for this type of application:

- 1 While connected to a caller on a trunk set up for switchhook flash to a trunk, press <OVR> (the override key). When you press this key, the HCX5000 system sends a switchhook flash signal to the central office and the central office places the caller on hold.

Pressing <OVR> automatically activates the <TONE> key to provide DTMF tones. These tones enable you to dial the number to which you want to transfer the caller.

- 2 Dial the number for centralized reservations.
- 3 Press <START> to complete the transfer. This automatically deactivates the <TONE> key. Therefore, your next caller does not hear DTMF tones when you dial the number to transfer his/her call.

Deactivating the TONE key

You can deactivate the <TONE> key by pressing any of the following keys:

- <HOLD>
- <HLD1>--<HLD8>
- <CONF>
- <JOIN>

Pressing <OVR> repeatedly toggles the <TONE> key between on and off status.

Conferencing

Types of conferences

You can set up two types of conferences using your SelecSet 500A attendant console. These include:

- Three-party conferences
 - setting up a three-party conference the standard way
 - setting up a three-party conference using bridged CAPs
 - Multiparty conferences of up to six parties.
-

Creating a standard three-party conference

You can set up a three-party conference, consisting of as many as two outside parties. To create a three-party conference:

- 1** While connected to one party, dial the station number of a second party.

The first party is placed in consultation hold and an idle CAP is automatically selected for you.

- 2** To cancel the call and return to the caller, press <CNCL>.

Procedure, continued

- 3** To announce the conference, wait until the called party answers and make your announcement.
- 4** To connect all parties immediately, press <CONF> as soon as the called party picks up. (Wait for the party to pick up before pressing <CONF>. Pressing <CONF> before the called party picks up is ignored.) When the conference is formed, your display indicates how many parties are in the conference.
- 5** To disconnect the last person added to the conference, press <CNCL>.

- 6** To exit the conference without disconnecting the other two parties, press <JOIN>. The conference is still connected but out of your control. Press <START> to hang up.
 - 7** To place the conference on hold, press <HOLD>.

You can only hold a conference by pressing the <HOLD> key. You cannot use soft park or hold loop keys to hold a conference. You can only place a conference on hold if your system is set up for multiparty conferences.
 - 8** To retrieve the held conference, press <START>, then press the winking CAP representing the held conference.
-

Bridged CAPs to Create a Conference

About bridged CAPs

You can create a three-party conference with two incoming calls using the CAPs on your SelecSet 500A. This feature, known as bridged CAPs, is helpful if you need to page guests or employees for waiting calls in a casino environment.

Procedure

To create a three-party conference using bridged CAPs:

- 1** You are talking on a call on CAP1.
- 2** When a second call comes in, place the first caller on hold by pressing either a hold loop or the <HOLD> key. Answer the second call on CAP 2 by pressing the <ANS> key.
- 3** Press the <CONF> key to place the second caller on consultation hold (or <JOIN> to connect the two callers).
- 4** To conference CAP 1 with CAP 2, press the CAP 1 key. This keeps the caller on CAP 2 on consultation hold and lets you talk with the caller on CAP 1. Notify the caller on CAP 1 that he or she is about to be conferenced, and with whom.

- 5 Press the <CONF> key again to join the two CAPs *or*: To transfer the call to the caller on CAP1 press <JOIN>. You are out of the conference once you press the <JOIN> key.

If your system administrator has set up your phone system with the multiparty conference capability, you can place a conference on hold after connecting the two parties on CAP 1 and CAP 2. You can then take another call by pressing the <HOLD> key.

Both the CAP key with the conference and the <CONF> key flash slowly. At least one of these conferenced members should be an internal party to prevent trunk-to-trunk lockup.

Otherwise, remove yourself from the conference if an incoming internal caller is connected with an outside caller.

Note: If three CAPs are busy, you cannot use CAP 4 to initiate a conference or to join or bridge two parties.

- 6 To disconnect the last party from the conference (the caller on CAP1), press the <DISC> key.
-

Creating a Multi-party Conference

Procedure

To set up a multiparty conference:

- 1** While connected to one party, press <CONF>. Dial a second party.
- 2** After the called party answers, press <CONF> to create a three-party conference.
- 3** To add an additional party, press <CONF> and dial the desired number. The two other parties are automatically placed on consultation hold (temporarily removes a party from a connection so transfer or conference operations can be performed).
- 4** If you misdial, press <CNCL>. This returns you to the three-party conference. You can then redial the new party.

To announce the conference to the new party, make your announcement and then press <CONF> to connect all parties. Or, you can connect all parties immediately by pressing <CONF> as soon as the called party picks up. When the conference is formed, the display is updated with the new number of conferees.

- 5** Repeat these steps to add additional conferees. You can have a total of six people in a conference.
- 6** Press <HOLD> to place the conference on hold.

You can only hold a conference by pressing the <HOLD> key. You cannot hold a conference using soft park and hold loops.

- 7** To retrieve the held conference, press <START>, then the winking CAP representing the held conference.

- 8 To disconnect the last person added to the conference, press <CNCL>.

Only the final person added to the conference can be dropped by pressing <CNCL>. Afterwards, other parties must disconnect by hanging up.

- 9 To exit without disconnecting the other parties, press <JOIN>. The conference is still active, but is now controlled by the remaining parties.

Dropping out of a multiparty conference

If you drop out of a multiparty conference, the remaining parties located at your facility cannot transfer or add other members to the conference. (Dropping out of a three-party conference does not affect the remaining parties this way.)

Messaging

About messaging

You can use two keys to control messaging as follows:

Use this key...	To do this...
<CLME>	control the message waiting lamps on phones in your facility
<MSG>	retrieve multiple message types

Turning on MW lamps without calling the station

To turn on a message waiting lamp without calling the station, follow these steps:

- 1 Press <START>. An idle CAP is selected.
- 2 Press the <CLME> key.
- 3 Dial the desired station number.

The display confirms that the lamp is on and you hear confirmation tone (three short beeps).

**Turning on the
MW lamp
while calling a
station**

You can turn on the message light on someone's phone by pressing <CLME> when the phone is ringing or busy.

- 1** Press <START>.
 - 2** Dial the desired station number.
 - 3** Press <CLME> when the phone is ringing or busy.
The display confirms that the lamp was turned on and you hear confirmation tone (three short beeps).
-

**Turning on the
MW lamp
while talking
to a covering
station**

If you call a station with coverage activated, you can still activate message waiting even if your call is answered by the covering station.

Procedure

To turn on the message waiting lamp while talking to a covering station:

- 1 While talking to the covering station, press the <CLME> key.
- 2 Your <CLME> lamp lights and the *called* station's message waiting lamp is lit, *not* the lamp of the *covering* station to which you are currently connected.

Because you are not connected to the station whose message waiting lamp you have activated, you do not receive either confirmation tone or a confirmation display. A confirmation tone or display might lead you to believe you activated the message waiting light of the station to whom you are talking.

Turning a message waiting lamp off

Follow these steps to turn a message waiting lamp off:

- 1 When a user calls you because his message lamp is flashing, your <CLME> lamp lights.
 - 2 Press your <CLME> key to extinguish the caller's message waiting lamp.
 - 3 To extinguish a message waiting lamp when you are not connected to the station, dial the *callme cancellation code* (usually ##0), then the station number.
-

The <CLME> key and MW status

The <CLME> key indicates message lamp status only when someone calls you. If you call a station, the <CLME> key does not indicate the status of the message waiting lamp.

When there are multiple attendants

In facilities with multiple attendant consoles, the <CLME> key on all attendants indicates the message lamp status of calling stations.

Turning off MW lamps- limitations

Pressing a lit <CLME> key or dialing the callme cancellation code only turns off message waiting lamps turned on by the <CLME> key on an attendant console. Message waiting lamps can also be turned on through the CommCenter or VMS (voice message system). When a callme message is returned, it rings at both the <INF> and <ANS> keys. Press either key to answer the call.

Automatic deletion of callme message

When a station returns a callme message, the message is automatically deleted. SelecSet users can use the <DELETE> soft key to delete callme messages without returning them.

Return feature access code for non-SelecsSets

A station's message waiting lamp may have been activated by someone other than the attendant text message center or voice message system, for example. Therefore, users who do not have SelecsSets (with a <RETURN> soft key) should use the return feature access code (usually #0) to respond to their message lamps.

Retrieving messages

You can retrieve three message types from your SelecSet 500A console using the <MSG> soft key:

- Callme messages, which are sent by internal users (within your company)
 - Voice messages (from internal and external callers)
 - Text messages
-

Procedure

To retrieve these types of messages:

- 1** If your message lamp is flashing, press the <MSG> soft key to retrieve your message(s).
- 2** For a *callme message*, press <NEXT> to view other messages, <RETURN> to dial the originator of the message (470 in the example) and <DELETE> to discard the message or <EXIT> to leave the messaging displays.

If you receive a call while using the soft keys, press <EXIT> before answering the call.

- 3** For a *VMS message*, press <NEXT> to view other messages, <RETURN> to dial the VMS (350), <DELETE> to discard the message, or <EXIT> to leave the messaging displays.

When you have a voice message system (VMS) message, you see this display (the message is from the VMS extension, in this case, extension 350):

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L 1                      L 2
01 Apr 14 10:16 am 350
      NEXT   RETURN   DELETE   EXIT

```

- 01 indicates that this is the first message in the queue.
- 4 When you are connected to the voice message system, you are directed to press certain keys on your keypad to retrieve your voice message(s). Before pressing any keys, press the <TONE> key, which sends pushbutton signals to the VMS. When you finish sending pushbutton signals, press the <TONE> key again. For a full description of the <TONE> key, see [“Sending Pushbutton Tones”](#) on page 2-87.
 - 5 When you receive a text message, you see the following initial text message display, which in this case, shows a callme message from the text message center operator. To retrieve the text message, press <MAIL>. The display indicates a message from Jane Hitel, the text message center operator.

**Procedure,
continued**

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
01	Apr 14	10:16am	400	HITEL	JANE		
MAIL			NEXT	RETURN			EXIT

- 400 is the text message center number
 - Jane Hitel is the operator
 - 01 indicates that this is the first message in the queue.
- 6** You can press <RETURN> to speak to Jane to receive your message verbally or request a printout of your message from her, or you can press <MAIL> to view the text message yourself. After you press <MAIL>, the system may require a password and possibly a mailbox number. Your system administrator can help you in either case.
- 7** Press <SCROLL> to continue (showing more information about the sender and/or the message itself), <NEXT> to view other messages, <DELETE> to discard the current message, or <EXIT> to exit from the messaging displays.

**Procedure,
continued**

If you view the text message but do not want to delete it, call the text message center operator and ask him/her to save the message. Otherwise, after you press <MAIL>, your display updates as follows:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
01	Apr	14	10:16am	SIKES	TOM		
SCROLL				NEXT		DELETE	EXIT

- Tom Sikes sent the message.
-

Breaking Into a Busy Station

About the override feature

You can use the override (OVR) feature to break into a busy station.

Procedure

To break into a busy station:

- 1 While listening to busy tone, press <OVR>. You see this display:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1*	Busy	200	SIKES	TOM		Available	
2							
3							
4							
L1				L2			
L3				L4			
MSG				CHARGE		FEATUR	

- 2 All parties hear breakin tone, and a three-party conference is formed.
-

2 ADDITIONAL OPERATIONS

About this section

This section describes additional attendant operations. Some of these operations are performed using the soft key menu, while others require optional programmable keys (see “Optional Programmable Keys” on page 1-23. and “Programming Your SelecSet 500A” on page 2-92, and/or additional equipment.

Soft key features and functions

Instructions are provided for the following operations:

Call Restrictions	page 2-4
Coverage.....	page 2-8
Credit Limit	page 2-13
Do-Not-Disturb	page 2-19
Setting the System Clock	page 2-28
Wakeup/Reminder Calls.....	page 2-32
Programming Your SelecSet 500A	page 2-92

Other feature operations

Assigning an Account Code	page 2-47
Alarm Indications	page 2-50
Announced Calls	page 2-58
Answering Another Phone	page 2-59
Answering a Specific Line	page 2-60
Attendant Continuous Ringing	page 2-61
Blocking and Sending Caller ID	page 2-62
Blocking Calls Between Guest Rooms	page 2-66
Calling Out on a Specific Trunk.....	page 2-67
Camping-on to a Busy Station.....	page 2-68
Checking a Trunk	page 2-70

**Other feature
operations,
continued**

Code Calls page 2-72

Dialing Frequently Called Numbers..... page 2-74

Extending an Incoming Data Call to a Station .. page 2-76

Night Service..... page 2-78

Paging page 2-79

Paging page 2-79

Recording a Conversation page 2-83

Redialing Numbers..... page 2-85

Sending Pushbutton Tones page 2-87

Training Attendant Operators..... page 2-89

Trunk Answer From Any Station (TAFAS) page 2-90

.....



Soft Key-Controlled Features

Soft key features

Using your SelecSet 500A, you can perform the following functions and activate the following features for stations (phones) within your facility via soft keys that interact with the LCD.

- Call restrictions
 - Changing your status
 - Coverage
 - Credit limit
 - Do-not-disturb
 - Setting the system clock
 - Wakeup (reminder) calls
 - Viewing the cost of calls
-

Call Restrictions

Controlling station calling privileges

As the attendant, you can control station calling privileges using three levels of restrictions. These restrictions are set and canceled at your SelecSet 500A console through the <FEATUR> soft key menu. [Table 2-1](#) defines each restriction level.

The station restrictions invoked by this feature pertain only to calls originated by a station. These restrictions do not affect the station’s ability to *receive* calls.

Table 2-1 Call restriction levels

Restriction (displayed)	Definition
TOLL	All direct-dial long-distance calls are restricted. The station can make: <ul style="list-style-type: none"> • Local calls • Operator-assisted long-distance calls • Calls to other stations • Calls to the attendant
TOL/OP	All long-distance calls are restricted. The station can make: <ul style="list-style-type: none"> • Local calls • Calls to other stations • Calls to the attendant
ALL	All outside calls are restricted. The station can make calls to other stations and the attendant.

Note: You can control call restrictions while your console is idle or while you are talking.

Registering Call Restrictions

Procedure

To register call restrictions:

- 1 Press the <FEATUR> soft key. You see this display:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
Select	One	Soft	Key				
COVER	WAKEUP	DND	RESTR	NEXT	EXIT		

- 2 Press <RESTR>.

If you are not connected to the station for which you're setting restrictions, enter the station number. If you *are* connected to the station, you see the restriction display:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
Dial	Station	No					
	CLEAR					EXIT	

Procedure,
continued

- 3 If you make an error before you finish dialing, press <CLEAR> and reenter the number. You see this display:

```
11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
Call Restrictions: Station 200
ALL      TOL / OP                TOLL  EXIT
```

- 4 To set the restriction level, press the appropriate key.

To restrict...	Press...
All direct-dial long-distance calls	<TOLL>
All long-distance calls	<TOL/OP>
All outside calls	<ALL>
To exit without setting restrictions, press <EXIT>.	

- 5 The display changes to confirm the restriction level you have set. For instance, if you register ALL restrictions, you see this display:

```
11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
OK: ALL Call Restrictions Registered
                               EXIT
```

Note: If you attempt to register restrictions and system resources are unavailable, this message is displayed: *Please try later*. Try again momentarily.

Canceling Call Restrictions

Procedure

To cancel call restrictions:

- 1** Press <FEATUR> to enter the call restrictions menu.
- 2** Press <RESTR>. (Also dial the station number if your console is idle).

The following display shows restrictions registered for station 200:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
Call Restrictions: Station 200
                                CANCEL  EXIT
    
```

- 3** Press the <CANCEL> soft key. When restrictions are canceled, you see this display:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
OK: Call Restrictions Cancelled
                                EXIT
    
```

Coverage

About coverage

Coverage enables users to redirect calls that come to their stations. Depending on the type of coverage used, calls can be redirected automatically or only when the called station is busy or does not answer.

Controlling cover busy/no answer for outside calls to inside numbers

You can control the cover busy/no answer setting for calls from outside the facility through your attendant console. However, the covering point registered from the attendant can only be an inside number. All other types of coverage (including cover busy/no answer for outside calls to an outside number) are programmed at the user's station.

Cover busy/no answer for outside calls to inside numbers can be registered from stations or your Selec500A. Neither station nor attendant registration has priority. Therefore, the most recently registered coverage is in effect, regardless of whether it was registered from the station or your console.

Registering Coverage

Procedure

- 1 Press the <FEATUR> soft key. You see this display:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
Select One Soft Key
COVER WAKEUP DND RESTR NEXT EXIT
    
```

- 2 Press <COVER>. You see this display:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
Dial Station No:
      CLEAR                      EXIT
    
```

- 3 Dial the desired station number. If you make an error before you finish dialing, press <CLEAR> and reenter the number.

**Procedure,
continued**

When a valid number is entered, you see this display:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
Coverage Station:							
CLEAR						EXIT	

- 4** Enter the number of the covering station. When you dial a valid covering station, you see this display:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
OK: Coverage Registered							
						EXIT	

Canceling Coverage

Procedure

- 1 Press the <FEATUR> soft key. You see this display:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
Select One Soft Key
COVER WAKEUP DND RESTR NEXT EXIT
    
```

- 2 Press <COVER>. The display changes to allow you to enter a station number:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
Dial Station N:
      CLEAR                      EXIT
    
```

**Procedure,
continued**

- 3** Dial the desired station number. You see this display:

11:00 am Wed Mar 10 686 Calls Wait:0									
1									
2									
3									
4									
L1					L2				
Current Coverage Station:200									
CANCEL EXIT									

After you dial the station number, the current coverage point for the station is displayed (200 in this example).

- 4** Press the <CANCEL> soft key to cancel the coverage. Note that you can only change a station's coverage point by first canceling the active coverage point, then registering a new one.

**Invalid
displays**

Sometimes, when you try to register coverage for a station, you receive an error message on your display as follows:

You see this display...	When you try to...
Invalid Station Class or Number	Register coverage for a station for which coverage is not allowed
Invalid Station Number	Register a station as a covering point that cannot be specified as a coverage point.

Credit Limit

About credit limit

As the attendant, you can control credit limit on a per-station basis to regulate calling privileges for cash-paying customers. Your facility can choose from three versions of the credit limit feature as follows:

Table 2-2 Summary of credit limit types

Credit Limit Feature	Definition
Trunk disconnect	Trunk disconnect limits calls from a credit-limit station to a certain duration. Calls that exceed the duration are automatically disconnected. This method is intended for highly restrictive environments (e.g. prisons or businesses that limit usage on certain phones).
Lookahead credit	The lookahead option pre-calculates a charge and corresponding maximum call duration for each call type. Calls are automatically disconnected when the current credit value is exhausted. A warning tone is sent to the caller 60 seconds before a call is disconnected.
Positive value	The positive value credit limit never disconnects a call in progress. However, the station is not allowed to begin the call, unless the credit value is above zero.

**Your credit
limit type**

Ask your system administrator what type of credit limit your facility uses.

**When the
credit limit
feature is
appropriate**

The credit limit feature is not appropriate for all establishments. It should only be used in situations where it is appropriate to disconnect or disallow a user's call based on his account balance.

Controlling Credit Limit

About credit limit

Credit limit can be assigned at the CommCenter-VDU as well as from the SelecSet 500A attendant console. If you control credit limit from your console, you can do so while your console is idle or while you are talking.

Procedure

To control credit limit:

- 1 Press the <FEATUR> soft key. You see this display:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
Select	One	Soft	Key				
COVER	WAKEUP	DND	RESTR	NEXT	EXIT		

- 2 Press <NEXT>. You see this display:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
Select	One	Soft	Key				
TIME	2NDWU	CREDIT			NEXT	EXIT	

- 3 Press <CREDIT>.

**Procedure,
continued**

- 4** If you are not connected to the station for which you're setting credit, enter the station number.
- 5** If you are connected to the station, you see this display, where you can enter a credit value.

Note: To register credit for a group, your console must be idle.

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
Dial Station No
      CLEAR                                EXIT
    
```

If the station has a zero balance, you see this display:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
200/Not Using Credit Feature
      UPDATE                                EXIT
    
```

**Procedure,
continued**

If the station has a balance, the display shows the credit value. In the following display, station 200 has a credit balance of \$6.00.

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
200 / Credit Amount : + $ 06.00
      UPDATE                      CANCEL  EXIT
    
```

- 6** To enter a credit value (either negative or positive), press <UPDATE>. To clear the current credit value assigned, press <CANCEL>.
- 7** Use the key pad to dial a four- to five-digit number plus the * or # sign. Press * to subtract. Press # to add. For example, when adding \$4.00, your entry looks like this:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
Enter Chg Amount : 0400* (* = add, # = sub)
      CLEAR                      EXIT
    
```

**Procedure,
continued**

Your display updates to confirm the value, as follows:

11:00 am Wed Mar 10 686 Calls Wait:0									
1									
2									
3									
4									
L1					L2				
OK: Credit Updated By: +\$4.00									
CLEAR					EXIT				

**Various
displays**

When you attempt to enter credit limit information, you may see any of several displays:

This display...	Indicates that...
Invalid Station Class or Number	the station is not allowed to use the credit limit feature or you dialed an invalid station number.
Credit Feature in Use	the credit limit is being edited from another terminal
Error: Max/Min Value Assigned	the credit value update would make the credit limit more than \$9999 or less than \$0
Error: Invalid Dollar Amount	you entered an invalid number or waited too long before entering a value.

Do-Not-Disturb

About do-not-disturb

Do-not-disturb (DND) prevents a station from being called. You can control this feature from your SelecSet 500A while the station is idle or while you are on a call.

Registering Do-not-disturb

To register do-not-disturb for a station:

- 1 Press the <FEATUR> soft key. You see this display:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
Select	One	Soft	Key				
COVER	WAKEUP	DND	RESTR	NEXT	EXIT		

- 2 Press <DND>.
- 3 If you're not connected to the station for which you're setting do-not-disturb, enter the station or group number. If you are connected to a station, the do-not-disturb display is shown, as in the next example:

Note: To register DND for a group, your console must be idle.

**Procedure,
continued**

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
Dial Station No
          CLEAR                      EXIT

```

- 4** If you make an error before you finish dialing, press <CLEAR> and reenter the number.
- 5** Press <REG> to activate do-not-disturb. Press <EXIT> to leave the display without activating do-not-disturb:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
Don't Disturb Station/Group:200
          REG                      EXIT

```

- 6** The following display confirms DND registration:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
OK: Don't Disturb Registered
                              EXIT

```

Canceling do-not-disturb

To cancel do-not-disturb:

- 1** To display the do-not-disturb registration, press <FEATUR> then <DND>.
- 2** If you are not connected to the station, dial the station number.

This display shows DND registered for station 200:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
Don't Disturb Station / Group: 200
                                CANCEL          EXIT

```

- 3** Press <CNCL> to cancel do-not-disturb.

When do-not-disturb is canceled for a group, all members of the group have do-not-disturb canceled simultaneously.

- 4** Press <EXIT> to leave the display without canceling do-not-disturb.

**Procedure,
continued**

The following display confirms that do-not-disturb has been canceled:

```
11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
OK: Don't Disturb Canceled
                                EXIT
```

5 Press <EXIT> to leave the display.

**Using a feature
access code**

A station user can register or cancel do-not-disturb by entering a feature access code (if do-not-disturb is allowed for that station).

**Do-not-disturb
priority**

Attendant-registered do-not-disturb has no priority over station-registered do-not-disturb. Therefore, do-not-disturb can be registered by the attendant, but canceled by the station, and vice versa.

**Error
messages**

In some cases, you may see an error message on your display when you attempt to register do-not-disturb. See the following table:

When you try to...	You see this display...
register do-not-disturb for a station or group number that is invalid or not allowed to have DND	Invalid Station or Group
register do-not-disturb and system resources are unavailable	Please Try Later <i>(try again momentarily)</i>
register do-not-disturb and there is a system error	Sorry: System Error <i>(try again momentarily)</i>

Ringling a Do-Not-Disturb Station

About this section

The procedures described in this section let you ring (break in to) a station that has invoked the do-not-disturb feature. When you dial a station in do-not-disturb, you hear reorder tone (fast busy tone), and your display shows DO NOT DISTURB. In the following example, the dialed number is 3196.

1	1 : 0 0	a m	W e d	M a r	1 0	6 8 6	C a l l s	W a i t : 0
1	* NO- DSTRB 3 1 9 6							
2								
3								
4								
L 1				L 2				
L 3				L 4				
MSG				CHARGE		FEATUR		

Procedure

To ring the station:

- 1 Press <START>.
- 2 Press <OVR>.
- 3 Dial the station number.

Transferring to a Station in Do-Not-Disturb

Procedure

To transfer a caller to a do-not-disturb station:

- 1 When you answer a call to be transferred, dial the station number to which you want to transfer the call.
- 2 You see the following display and hear reorder tone (like a fast busy signal.) The display indicates that the first party (in this example, station 1102) is on hold at CAP2 and the second party, who is in the do-not-disturb state (station 3196), is at CAP1:

11:00 am Wed Mar 10 686 Calls Wait:0									
1 * NO- DSTRB 3196									
2 * HOLD 1102									
3									
4									
L 1				L 2					
L 3				L 4					
MSG				CHARGE				FEATUR	

- 3 The display indicates the first party (station 1102) is on hold on CAP 2, and the second party (station 3196), (in the do-not-disturb state), is on CAP 1.
- 4 Press the CAP representing the caller on hold.
- 5 Press <JOIN>.
- 6 Press <OVR>.
- 7 Dial the station number.

Receiving Forwarded Calls from DND Stations

Example displays

Although no attendant operations are required, when a station with do-not-disturb activated forwards calls to you, you see the displays shown in this section.

Incoming call while ringing

This is an example of the display for an incoming ringing call:

05:56	pm	Wed	Sep	24	1458	Calls	Wait:	0
1*	NO-	DSTRB	1852	John	Black		TOS=	1
2								
3								
4								
L1:						L2:		
L3:						L4:		
MSG				CHARGE		FEATUR		

Incoming station call (after answer)

This example shows the display for an incoming station call after you answer it:

05:56	pm	Wed	Sep	24	1458	Calls	Wait:	0
1*	NO-	DSTRB	1157	Mary	Smith		TOS=	1
2								
3								
4								
L1:						L2:		
L3:						L4:		
MSG				CHARGE		FEATUR		

Incoming
trunk call
(after answer)

This example shows the display after you answer an incoming trunk call.

05:56	pm	Wed	Sep	24	1458	Calls	Wait:	0
1*	NO-DSTRB	8000	Inc	1			TOS=	1
2								
3								
4								
L1:					L2:			
L3:					L4:			
MSG				CHARGE			FEATUR	

Note: In the case of a trunk-to-attendant-to-station call, an attendant transfers the call to the station number (not to 0) of the SelecSet 500A designated as the do-not-disturb forwarding point. In the examples here, the station number for this attendant is 1458.

Setting the System Clock

About this section

You can set the system clock to adjust for standard or daylight time or power outages.



The system clock affects various system operations. See your system administrator before changing the time-of-day setting.

Procedure

1 Press the <FEATUR> soft key. You see this display:

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1 L2
Select One Soft Key
COVER WAKEUP DND RESTR NEXT EXIT

2 Press <NEXT>. You see this display:

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1 L2
Select One Soft Key
TIME 2NDWU CREDIT NEXT EXIT

**Procedures,
continued**

- 3** Press <TIME>. You see this display:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
Enter	New	Time:				(* = a m , # = p m)	
	CLEAR						EXIT

- 4** Enter the new time from the keypad. Your input displays as you dial. If you make a mistake before you finish, press <CLEAR> to erase the input.

Note: Your input must include five digits (a four digit number plus the * symbol for a.m. or # symbol for p.m.). For example, enter a reminder call for 9:00 am as 0900*.

To confirm the entered time

- 1** If you enter 0900*, you see this display. Press <SET> to set the clock to the new time.

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1 L2
New Time:0900 am
SET EXIT

```

- 2** Your display updates to confirm the time change:

```

1 11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                               L2
OK: Time Changed
EXIT

```

Timeout message

If you take too long when entering a new time setting, a *time-out* message is displayed. Press <EXIT> and try again.

**Error
messages**

You may also see one of two error messages when you attempt to register a new time. These include:

PLEASE TRY LATER

SORRY: SYSTEM ERROR

In either case, try again momentarily.

Wakeup/Reminder Calls

About wakeup/ reminder calls

Wakeup/reminder calls are like an alarm clock in your phone system. You can register calls to alert users at a certain time. When a wakeup/reminder call is registered, the telephone system automatically calls the station user at the designated time.

Terminology

Wakeup and reminder are different terms for the same feature. The term wakeup is used for WelCOMM (hotel/motel) systems, while reminder is used for COMMERce (business) systems. In the following displays and instructions, wakeup is used for example only. If you have a COMMERce system, reminder appears in the display instead of wakeup.

Second wakeups

In WelCOMM systems, you can register two wakeup calls for each station. A second wakeup may be required when there are two guests in one room, or when one guest wants a second wakeup just in case he or she falls back asleep after the first. For instructions on registering a second wakeup call, see [page 2-36](#).

When you can control wakeup/ reminder

You can control wakeup/reminder calls while your console is idle or while you are talking.

Registering a Wakeup/Reminder Call

Procedure

To register a wakeup/reminder call:

- 1 Press the <FEATUR> soft key. You see this display:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
Select	One	Soft	Key				
COVER	WAKEUP	DND	RESTR	NEXT	EXIT		

- 2 Press <WAKEUP>.
- 3 If you are not connected to the station for which you're setting the wakeup, enter the station number. If you *are* connected to the station, the display updates to allow you to enter the wakeup time as follows:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
Dial	Station	No					
	CLEAR					EXIT	

- 4 If you make an error before you finish dialing, press <CLEAR> and reenter the number.

**Procedure,
continued**

- 5** Enter the wakeup time from the keypad. The input must include five digits (a four digit number plus the * or # symbol). For example, a wakeup call for 9:00 AM is entered as follows:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
200 / Dial Time : 0900 * (* = a m , # = p m)							
CLEAR						EXIT	

After you register the wakeup time, the display confirms that the wakeup time is successfully registered:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
OK: Wake Up Call Registered for 9:00am							
						EXIT	

Canceling a Wakeup/Reminder Call

Procedure

To cancel a wakeup/reminder call:

- 1 Display the current wakeup time, by pressing <FEATUR> then <WAKEUP>. You also must dial the station number if you are not connected to the station.

The display shows the wakeup call currently registered for the station:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
200	/	Wake	Up	Time:9:00	am		
						CANCEL	EXIT

- 2 Press the <CANCEL> soft key to cancel the wakeup call.

Registering a Second Wakeup Call

Procedure

To register a second wakeup call:

- 1 Press the <FEATUR> soft key. You see this display:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
Select One Soft Key
COVER WAKEUP DND RESTR NEXT EXIT
    
```

- 2 Press <NEXT>. You see this display:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
Select One Soft Key
TIME 2NDWU CREDIT NEXT EXIT
    
```

- 3 Press <2ND WU> (second wakeup key).

If you are not connected to the station for which you're setting the wakeup call, enter the station number.

**Procedure,
continued**

If you *are* connected to the station, the display updates to allow you to enter the wakeup time.

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
Dial Station No
          CLEAR                      EXIT
    
```

- 4** If you make an error before you finish dialing, press <CLEAR> and reenter the number.
- 5** Enter the wakeup time from the keypad. The input must include five digits (a four digit number plus the * or # symbol). For example, you enter a wakeup call for 9:00 am as follows:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1
2
3
4
L1                      L2
200 / Dial Time:0900 * ( * = a m, # = p m)
          CLEAR                      EXIT
    
```

**Procedure,
continued**

You see this display, which confirms registration of the second wakeup:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
OK:2nd Wake Up Call Reg. for 9:00am							
							EXIT

Canceling a Second Wakeup Call

Changing a second wakeup

You cannot edit a second wakeup from your console. To change a second wakeup, you must first cancel the original second wakeup then program a new one.

Procedure

To cancel a second wakeup:

- 1 Display the current second wakeup by pressing <FEATUR> then <WAKEUP> (You also must dial the station number if you are not connected to the station).

This display shows a second wakeup call for 9:00 am:

```

1 1:00 am Wed Mar 10 686 Calls Wait: 0
1
2
3
4
L 1                L 2
200 / 2nd Wake Up Time: 9:00 am
                        CANCEL                EXIT
    
```

- 2 Press <CANCEL> to cancel the second wakeup.

**Procedure,
continued**

This display confirms the second wakeup is canceled:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
OK: 2nd Wake Up Cancelled							
							EXIT

Registering a Repeat Wakeup

About repeat wakeups

You can register the same wake-up time for a guest for the duration of the guest's stay, rather than registering a new time every day. You can register the repeat wake-up during or after the initial registration of the wakeup time for both first and second wake-ups.

Procedure

To register a daily wake-up using your soft key menu:

- 1 Set a first wake-up time.
- 2 From the wake-up (registered) display, press the <CHGREP> soft key.

```

10:10 am Mon Jan 11 301      Calls Wait: 0
1
2
3
4
L1:                          L2:
200 / Wake Up Time: 9:00 am
      CHGREP                  CANCEL                  EXIT
    
```

**Procedure,
continued**

The wake-up menu redisplay with the repeat indication.

10:10	am	Mon	Jan	11	301	Calls	Wait:	0
1								
2								
3								
4								
L1:					L2:			
200/	Wake	Up	Time:	9:00	am		REPEAT	
	CHGREP				CANCEL		EXIT	

- 3** To use the repeat feature for second wake-ups, set a second wake-up time.
- 4** Press the <CHGREP> soft key to repeat the second wake-up throughout the guest's stay. The wake-up menu redisplay with the repeat indication.

10:20	am	Mon	Jan	11	301	Calls	Wait:	0
1								
2								
3								
4								
L1:					L2:			
200/	2nd	Wake	Up	Time:	9:00	am	REPEAT	
					CANCEL	CHGREP	EXIT	

- 5** To convert a repeat wake-up to a normal wake-up (for either first or second wake-ups), press the <CHGREP> soft key. The wake-up (registered) display menu displays *without* the REPEAT indicator.
- 6** To change the time of a repeat wake-up, cancel the original wake-up time, register a new time and press the <CHGREP> soft key. When you cancel a wakeup, the repeat status remains. When a guest checks out, his or her wake-ups are automatically canceled.

Displaying and Providing a VIP wakeup

About your VIP wakeup key

If you work in a hotel/motel environment, your SelecSet 500A attendant console may be equipped with a VIP wakeup programmable option key. This key lets you provide VIP guests with preferential wake-up service.

When a wake-up call for a VIP guest is to occur, the telephone system sends a burst ring to the VIP wake-up key on your console, if the phone is not already ringing, alerting you to a personalized wake-up call.

Procedure

To provide a guest with a VIP wakeup, follow these steps:

- 1** You hear a burst of ringing at your VIP programmable option key and the associated lamp flashes. Press <DSPL> and then <VIP> to display the room number, name, and language preference of the first VIP guest in the queue and the total number of VIP wakeups in the queue.
- 2** Check the language indicator at the bottom right of your display to see if you need to speak to the guest in another language.
- 3** Press the <VIP> key. The system automatically places a call to the VIP guest's room while indicating the guest's room number, name and language preference on the display based on how your telephone system is set up to display language preference as shown in the following display.

**Procedure,
continued**

You see this display:

05:56 PM Wed Sep 24 11458 Calls Wait: 0
1
2
3
4
L 1 : L 2 :
L 3 : L 4 :
23 2201 GLASS SEYMOUR FR 02

23 = VIP key number
2201 = guest's room number
GLASS SEYMOUR = guest's name
FR = language preference (French)
02 = number of wakeup calls in your queue.

- 4** When the guest answers the wakeup call, respond with a spoken wakeup message.

If you do this...	This happens...
Disconnect from the wakeup before the guest answers	The system retries the VIP wakeup as a VIP wakeup 3 times then goes to your wakeup alarm key.
Do not respond to the burst ring at your VIP key within a certain time period	<ul style="list-style-type: none">• An alarm is sent immediately to your wakeup alarm key OR• The wakeup retries as a regular wakeup call three times and then goes to your wakeup alarm key, which lights.

**Procedure,
continued**

When you press the wakeup alarm key, you see this display:

05:56 PM Wed Sep 24 11458	Calls Wait: 0
1	
2	
3	
4	
L 1:	L 2:
L 3:	L 4:
Wake Up Alarm	: 14864 08:00 VIP

If you call the VIP guest's room directly without using the VIP key to initiate the wakeup, you must manually cancel the wakeup. See [“Canceling a Wakeup/Reminder Call”](#) on page 2-35.

Viewing the Cost of Calls

Viewing the cost of calls

You can view the duration and cost of an outgoing call as soon as it is completed.

Procedure

To view the cost of a call, follow these steps:

- 1** Press the <CHARGE> soft key.
- 2** If you receive a call while using the soft keys, press <EXIT> before answering the call.

After you press the <CHARGE> soft key, you see this display:

```

1 1 : 0 0   a m   W e d   M a r   1 0   6 8 6   C a l l s   W a i t : 0
1
2
3
4
L 1                               L 2

                                2 3 : 1 4   $ 1 . 5 0
                                E X I T
  
```

- 23:14 is the length of time you talked, in minutes and seconds.
 - 1.50 is the cost of the call.
- 3** To return to your normal display, press <EXIT>.

Other Feature Operations

About this section

This section describes other feature operations that you can perform.

Assigning an Account Code

Flagging a call with an account code

Assigning an account code associates a call with a specific account. Once a call is flagged with an account code, the account code displays with the call record in various call accounting reports.

Fixed and variable account codes

Your telephone system supports both *fixed* and *variable* account codes, which vary in length as follows:

Account code type	Length
Fixed	Conform to a predetermined length
Variable	can be any length within a certain range.

Account codes can be assigned to both incoming and outgoing calls.

Assigning an account code using an autodial key

You can use an autodial key to assign an account code without interrupting a call. To use an autodial key:

At the beginning of a call...

- 1 Press the desired autodial key *before* dialing the number.

During a call...

- 2 Press the desired autodial key any time during the conversation. The autodial key lights to confirm the account code has been assigned.
-

Assigning account codes to autodial keys

Each autodial key must be programmed with the appropriate feature access code (either fixed or variable) followed by the account code. If using a variable account code, be sure to include a # sign at the end of the code. See [page 2-95](#) for instructions on programming autodial keys.

Assigning an account code using the keypad

To assign an account code using the keypad:

At the beginning of a call...

- 1 Dial the appropriate feature access code followed by the account code.
 - 2 Wait for dial tone.
 - 3 Dial the desired number. Remember to include the trunk access code (usually 9) if it is an outside call.
-

**Assigning an
account code
using the
keypad
(continued)**

During a call...

- 1** Ask the party to hold.
 - 2** Press <JOIN>.
 - 3** Dial the desired access code (either fixed or variable).
 - 4** Dial the account code. If using a variable account code, dial the # sign at the end of the code.
 - 5** Wait for confirmation tone.
 - 6** Press the flashing CAP to retrieve the call.
-

Alarm Indications

Attendant alarms

Your SelecSet 500A attendant console can receive various alarms, depending on how the system is configured and what keys you have programmed. This section describes various alarms that may light lamps on your console and the action you should take when you receive the alarm.

Receiving a Combined Alarm

Combined alarms

This alarm conserves the number of keys that are assigned to alarms. The <CALM> (combined alarm) key combines the system, PMS and VMS alarms (you can still have these alarms programmed on separate keys) and answer detection alarms.

The lamp associated with the <CALM> key lights when a malfunction is detected in the system, the answer detection link, the PMS/PMSHOBIC link, or the VMS link. The CALM lamp stays lit until the problem is corrected.

CALM lamp status

The CALM *lamp* indicates the status of the alarms:

Lamp Status	Meaning
Dark	No alarm conditions exist
Lit steadily	One alarm has occurred
Slow wink/flash	Two or three alarms have occurred
Fast wink/flash	All four alarms have occurred.

The CALM key

When you press the <CALM> key, the alarm(s) that have occurred are displayed in the LCD:

Display	Meaning
MJ/MN	Major/minor system alarm
ANSDET	Answer detection link alarm
PMS	PMS/PMSHOBIC link alarm
VMS	VMS link alarm

About PMS

The PMS alarm applies to WelCOMM systems only.

Programming alarms

Some or all of the combined alarms can be programmed as a single alarm at a separate key.

Receiving a System Alarm

The <ALARM> key

The <ALARM> key lights in the case of either a major or minor system alarm. If you notice that the <ALARM> lamp is lit, contact your system administrator immediately. The <ALARM> lamp remains lit until the condition causing the alarm is corrected.

Receiving a PMS Alarm

PMS-A lamp

If your system is equipped with a property management system (PMS), the PMS-A lamp lights when the property management system is out-of-service. If you notice that the PMS-A lamp is lit, contact your system administrator immediately. The PMS-A key stays lit until the condition causing the alarm is corrected.

Property management system alarms only apply to WelCOMM (hotel/motel) systems.

PMS-A key

If your system is equipped with a property management system (PMS), the <PMS-A> (PMS alarm) key lights when the property management system is out of service.

If the <PMS-A> key is lit, contact your system administrator immediately. The <PMS-A> key remains lit until the condition causing the alarm is corrected.

Receiving a VMS Alarm

VMS-A lamp and key

If your system is equipped with a voice message system (VMS), the VMS-A lamp lights when the voice message system is out of service. If you notice that the VMS-A lamp is lit, contact your administrator immediately. The VMS-A key stays lit until the condition causing the alarm is corrected.

Receiving an Answer Detection Alarm

<DET> lamp and key

If your system is equipped with an answer detection unit, the DET lamp lights when the unit is out-of-service. If you notice that the DET lamp is lit, contact your administrator immediately. The <DET> key stays lit until the unit is restored to service.

Receiving a Wakeup/Reminder Call Alarm

<WAL>and <RAL> lamps and keys

The wakeup call alarm (WAL) or the reminder call alarm (RAL) lamp informs you when a wakeup or reminder call has not been answered. Depending on how your phone system is set up, the visual alarm may be accompanied by distinctive ringing, which is disabled when you acknowledge the wakeup alarm.

If a wakeup/reminder call is not answered the first time, the system waits five minutes, then tries again. If the call is not answered the second time, the system waits another five minutes and tries a third time. You receive a wakeup/reminder alarm after the third attempt.

Procedure

To determine the source of a wakeup/reminder call:

- 1 Press the flashing WAL or RAL lamp. The display indicates which station has not responded to the reminder call, and the WAL or RAL key stops flashing.

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L1				L2			
L3				L4			
Wake up		Call		Alarm:301			

- 2 Press <DSPL> plus any soft key to return to the normal display.

Note: The wakeup and reminder alarms are actually the same key, only the terminology is different. *Wakeup* is used for WelCOMM (hotel/motel) systems. *Reminder* is used for COMMERce (business) systems. In these examples, wakeup is used for example only. If you have a COMMERce system, you see *reminder* on your display instead of *wakeup*.

Receiving a Long Trunk Alarm

About the LTA/VER key

When a trunk (outside line) is connected longer than a predetermined time, the long trunk alarm/verification (LTA/VER) key flashes.

Procedure

To determine if a conversation is in progress on the line:

- 1 Press the flashing <LTA/VER> key.

A tone signaling the interruption is sent to the connection and your display updates to indicate the connected trunk:

```
11:00 am Wed Mar 10 686 Calls Wait:0
1*8601 WATS1TULSA 201 SIKES TOM
2
3
4
L 1 L 2
L 3 L 4
```

- 2 Listen for a conversation.
- 3 If a conversation is in progress, press <START> to exit.
- 4 If a conversation isn't in progress, press <CANCEL> to unlock the connection and free the trunk.

Note: The time-out period is set by your system administrator and you do not receive the long trunk alarm if the connected station has data privacy activated.

Receiving an E911 Alarm

About E911 alarms

When someone on the property calls 911, the E911 alarm lamp flashes to alert you to an emergency. Depending on how your phone system is set up, the visual alarm may be accompanied by distinctive ringing, which is disabled when you acknowledge the wakeup alarm.

Procedure

To identify who placed a 911 call:

- 1** Press the <E911> key.

The display shows the number of the station that made the call. If more than one 911 call was made, the E911 lamp continues to flash.

- 2** Press the <E911> key until all 911 calls have been displayed. When all 911 calls have been displayed, the E911 lamp stops flashing.

Once you press the <E911> key to display a 911 call, information about the originating station is erased from the E911 alarm queue.

- 3** Press <START> or lift your handset to clear the display.
-

Receiving a Line Lockout Alarm

About the line lockout alarm

When a station (phone in your facility) is connected longer than a predetermined time, the line lockout alarm (LOA) lamp lights.

Procedure

To display locked out stations:

- 1 Press the lit <LOA> key to display the station number of the locked-out user.

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1							
2							
3							
4							
L 1				L 2			
L 3				L 4			
Locked Out:300							

- 2 Someone should visit the locked-out station to determine if the phone is in use. If the phone is not in use, it should be made idle.
- 3 Press <DSPL> plus any soft key to clear the display.

Note: If more than one station is locked-out, the LOA light remains lit until all stations are returned to the idle state.

Announced Calls

Using the ANNO key

You can use the <ANNO> key to make a voice announcement to another phone in your facility, if that phone has a speaker. If the called phone is also equipped with a microphone, the called party can answer your call without picking up the receiver (hands-free) and the speaker is automatically activated. This allows the other party to speak to you without picking up the handset.

Note: If the phone called is an analog phone, it rings. If it is a SelecSet, the called party hears your voice but must pick up the handset to converse.

Making a voice announce call

To use the *voice announce* feature:

- 1 Press <START>.
 - 2 Press <ANNO>.
 - 3 Dial the station number. If the party is busy, you hear busy tone.
-

Preventing voice-announced calls

You can use the <MANS> manual answer key to prevent voice-announced calls from coming to your phone. To prevent voice announced calls:

- 1 Press <MANS>. The <MANS> key lights. Voice-announced calls ring normally.
- 2 To deactivate this feature, press <MANS> again.

Note: Your system administrator must assign this feature to a programmable key for you.

Answering Another Phone

Answering another phone's call

In some instances, you may want to answer a call that is ringing at another phone.

Procedure

To answer a call that is ringing at another phone from your console:

- 1** Press <START>.
- 2** Dial the directed call pickup code and the number of the ringing station. You see this display:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1*Pick Up 8601
2
3
4
L1                L2
L3                L4
MSG              CHARGE          FEATUR
    
```

- Pick Up indicates that you picked up someone else's call.
- 8601 is the trunk number associated with the calling party.

Answering a Specific Line

Using trunk group answer keys

Use trunk group answer keys to answer calls over a specific trunk group.

Procedure

To use this feature, press the flashing trunk group answer key (or the <ANS> key) to answer the call. You are connected to the caller, and the call is moved to the lowest numbered CAP available. If text is assigned to the trunk group, you see it on your display:

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1*	Inc	Trnk	21	WATS1	TULSA		
2							
3							
4							
L1				L2			
L3				L4			
MSG				CHARGE		FEATUR	

- Inc Trnk indicates an incoming trunk call.
 - 21 is the trunk number.
 - WATS1TULSA is the name of the trunk.
-

Attendant Continuous Ringing

About attendant continuous ringing

In most situations, it is preferable to have calls ring only once at your console to prevent distractions from excessive ringing. However, sometimes you may want calls to continue to ring, even if you are on another call.

For example, if you are in a minimally staffed hotel, where front desk personnel provide answering backup for the attendant, continuous ringing alerts the front desk staff to pick up calls.

Use of the feature

- This feature is for attendants only.
 - This feature is used in conjunction with trunk answer from any station (TAFAS). See [“Trunk Answer From Any Station \(TAFAS\)”](#) on page 2-90.
 - This feature is set at the CMAT and cannot be controlled from your console.
-

Blocking and Sending Caller ID

About ANI block

Like other internal users, you can use the ANI block feature to allow your caller ID to be sent and displayed or prevent your caller ID from being sent and displayed on a per-call basis. Allowing the caller ID to be sent is referred to as ANI publicity. Preventing, or blocking your caller ID from being sent is known as ANI block (privacy).

Similarly, when users who call you either send or block caller ID, your SelecSet display reflects the user's specification for this feature.

ANI publicity and privacy when you're making a call

Depending on how your system administrator has set up your system, either ANI publicity or privacy is set for all calls that you make. Consult your system administrator for more information on how your system is set up.

Activating ANI privacy (block) on a per-call basis

If your system is set up for ANI publicity, you can override this setting and block your caller ID from being sent and displayed.

Procedure

To activate ANI block on a per-call basis:

- 1** Dial the ANI privacy (block) feature access code (usually *67).
 - 2** Dial your desired number. Your caller ID is not sent for this call only. For all subsequent calls, your caller ID is sent.
-

Activating ANI publicity on a per-call basis

If your system is set up for ANI privacy, you can override this setting and allow your caller ID to be sent and displayed.

To activate ANI publicity on a per-call basis:

- 1 Dial the ANI publicity feature access code (usually *82).
- 2 Dial your desired number. Your caller ID *is* sent for this call only. For all subsequent calls, your caller ID is made private.

Receiving a call from a user with ANI publicity or privacy

When you receive calls from external users who have ANI publicity or privacy activated, you see varying results on your SelecSet 500A display. Following are some examples of your display in various states when users who have either ANI publicity and privacy active call you.

ANI publicity for a ringing call

This is an example of your display when you have a ringing call with ANI publicity set:

10:00	am	Mon	Jan	11	1758	Calls	Wait:	0
1	Inc	Trnk	9000	DUNN	CAROLYN	7704468820		
2								
3								
4								
L1:				L2:				
L3:				L4:				
MSG				CHARGE			FEATUR	

**ANI publicity
for an
answered call**

This is an example of an answered ANI publicity call:

10:00	am	Mon	Jan	11	1758	Calls	Wait:	0
1*	Inc	Trnk	9000	DUNN	CAROLYN	7704468820		
2								
3								
4								
L1:						L2:		
L3:						L4:		
MSG				CHARGE		FEATUR		

**ANI privacy
for a ringing
call**

This is an example of the display for a ringing call with ANI privacy enabled:

10:00	am	Mon	Jan	11	1758	Calls	Wait:	0
1	Inc	Trnk	9000	PRIVATE	NAME	&	#	
2								
3								
4								
L1:						L2:		
L3:						L4:		
MSG				CHARGE		FEATUR		

ANI privacy
for an
answered call

This is an example of an answered call with ANI privacy:

10:00	am	Mon	Jan	11	1758	Calls	Wait:	0
1*	Inc	Trnk	9000	PRIVATE	NAME	&	#	
2								
3								
4								
L1:					L2:			
L3:					L4:			
MSG				CHARGE			FEATUR	

Blocking Calls Between Guest Rooms

About room-to-room block

The <RRB> (room-to-room blocking) key lets you block all calls between guest rooms. When RRB is activated, guests can still call outside numbers, administrative phones (restaurant, gift shop, etc.), and attendants. Attendants and administrative phones can also call guest rooms while room-to-room block is in effect.

Procedure

To block calls between guest rooms:

To activate room-to-room blocking

- 1 Press the <RRB> key.
- 2 The room-to-room blocking lamp lights and calls between guest rooms are blocked.

To cancel room-to-room blocking

- 1 To cancel room-to-room blocking, press the lit <RRB> key.
 - 2 The room-to-room blocking key is extinguished, and calls between guest rooms are allowed.
-

Notes about room-to-room blocking

- You cannot activate or cancel room-to-room blocking while on a call.
 - If one guest attempts to call another guest while room-to-room block is in effect, the call is routed to an intercept announcement, intercept tone, or to you depending on how your telephone system is configured.
 - Room-to-room blocking is only available in WelCOMM systems.
-

Calling Out on a Specific Trunk

Trunk group select keys

You can use trunk group select keys to call out over a specific trunk (outside line) or group of trunks, such as WATS (Wide Area Telecommunications Service).

Procedure

To use this feature:

- 1** Press the <START> key.
- 2** Press the desired trunk group select key.

The trunk group select key lights, and an idle CAP is automatically selected.

- 3** Dial the desired digits.

Your display shows the text name of the trunk or trunk group, if text is assigned. Call duration is shown in minutes and seconds.

Camping-on to a Busy Station

About campon

To camp-on a caller to a busy analog station, use the <CAMP> key. When you camp-on a caller, the called station hears a tone, signaling that a call is waiting.

Procedure

To camp on to a busy station:

- 1 After answering the call and dialing the station, listen for busy tone. Your LCD confirms that the station is busy.
- 2 Press the <CAMP> key.

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1*	Inc	Sta	300	MARTIN	RYAN		
2*	Busy	200	SIKES	TOM		Available	
3							
4							
L1				L2			
L3				L4			
MSG				CHARGE		FEATUR	

**Procedure,
continued**

Busy tone changes to special ringback tone (similar to normal ringing, but the tone level drops at the end of each ring), and the display changes to confirm the call is being camped-on.

11:00	am	Wed	Mar	10	686	Calls	Wait:0
1*	Inc	Sta	300	MARTIN	RYAN		
2*	Camp	On	200	SIKES	TOM	Available	
3							
4							
L1				L2			
L3				L4			
MSG				CHARGE		FEATUR	

3 Press <JOIN> to complete the camp-on.

Note: When a station user receives a tone indicating a call is camped-on, she normally must hang up to allow the camped-on call to ring her station. Or she can retrieve camped-on calls by pressing then quickly releasing the switchhook. To find out how to retrieve camped-on calls in your system, see your system administrator.

Checking a Trunk

Verifying an outside line

Your system administrator may ask you to check a specific trunk (outside line) to verify that it is not locked up or out of service.

Procedure

To verify a trunk, use the long trunk alarm/verification key as follows:

- 1** Press <START> while your console is idle. The display shows the normal dial monitor.
- 2** Press <LTA/VER> key. The normal dial monitor is displayed.
- 3** Dial the desired trunk number. If the trunk is valid and busy, you see this display:

```

11:00 am Wed Mar 10 686 Calls Wait:0
1* Busy 8601
2
3
4
L 1                L 2
L 3                L 4
MSG                CHARGE                FEATUR
  
```

- 4** Press <OVR> to listen for a conversation. (A warning tone signals the interruption.)

**Procedure,
continued**

- 5 If a conversation is in progress, press <START> to exit. If a conversation is not in progress, press <CNCL> to unlock the connection and free the trunk. If the trunk is not busy, you hear dial tone, and see this display:

11:00 am Wed Mar 10 686	Calls Wait: 0
1 * Dial 8601	
2	
3	
4	
L 1	L 2
L 3	L 4
MSG	CHARGE FEATUR

- 6 Dial an outside number to check the trunk. Because you're already connected to a trunk, you don't need a trunk access code (usually 9) before the outside number.
- 7 If the trunk is operational, you hear ringing or busy tone after the outside number is dialed. If the trunk is not operational, call your telephone system maintenance company.
- 8 Press <START> to disconnect.

Note: The <LTA/VER> key is also used for the long trunk alarm. The long trunk alarm causes the <LTA/VER> key to flash when a trunk is connected for an unusually long time. (See ["Receiving a Long Trunk Alarm"](#) on page 2-55.) When the <LTA/VER> key is flashing, you can still use it to check a trunk that is not causing the alarm.

Code Calls

About code calls

A code call indicates an emergency. When you make a code call, it causes special ringing (four quick rings) at a station dedicated to receive code calls (there may be several code calling stations within your facility). The person receiving the call uses the paging system to announce the emergency or give instructions. Keep a list of the code calling access codes for each dedicated station and their locations near your console.

Placing a code call

Follow this procedure to place a call:

- 1 Press <START>.
- 2 Dial the desired code calling access code. The code call is sent to the dedicated station.

Note: Code calling access codes can be programmed as autodial numbers. See [“Determining if a key is programmed”](#) on page 2-94 for instructions.

Receiving a code call

If you are designated as a code calling station, code calls ring with a special ringing pattern (four quick rings) at your <CODE> and/or <ANS> keys. If you receive a code call, use zone paging to announce the emergency or give instructions. Keep a list of zone numbers near your console.

**To answer a
code call**

To answer a code call:

- 1** Press the flashing <CODE> key (or the <ANS> key).

To access the zone paging system

- 2** Press the <ZPG> key or dial the zone paging access code.
- 3** Dial the proper zone number.
- 4** Make your announcement.

See “[Paging](#)” on page 2-79 for more on zone paging.

Note: Code calling is sometimes used with radio paging systems to signal voice or tone beepers. To use radio paging, press the radio paging key or dial the radio paging access code. Dial the specific beeper identification number (BID). (See [page 2-81](#) for more on radio paging.)

Dialing Frequently Called Numbers

Autodial keys

You can program autodial keys to dial frequently called numbers with one keystroke. An autodial key is an optional programmable key that automatically dials an internal or external number.

Using an autodial key

To use an autodial key:

- 1 Press a programmed autodial key.
- 2 The number programmed into the key is dialed automatically.

11:00 am Wed Mar 10 686 Calls Wait:0
1 * Dial 200
2
3
4
L 1 L 2
L 3 L 4
MSG CHARGE FEATUR

Note: For programming instructions, see [“Programming Your SelecSet 500A”](#) on page 2-92.

System speed calling

You can use the system speed calling feature to automatically dial a programmed number by entering a two-digit speed calling access code plus a two- or three-digit speed calling number. System speed calling numbers are available to everyone in the facility. A list of these numbers can be obtained from your system administrator.

Procedure

To dial system speed calling numbers:

- 1 Dial the system speed calling access code.
- 2 Dial the speed calling number.

For example, assume that the number of your company's travel agent (446-8820) is stored as a system speed calling number. The company's system speed calling access code is *9 and the system speed calling number for the travel agent is 77. Therefore, to call the travel agent, you dial *9 plus 77. You see this display:

11:00 am	Wed Mar 10	686	Calls	Wait: 0
1 * Connect 94468820				
2				
3				
4				
L 1		L 2		
L 3		L 4		
MSG		CHARGE		FEATUR

Note: A trunk access code (usually 9) is required to access an outside line.

Extending an Incoming Data Call to a Station

Using the <CONV> key

You can extend a data call to a station by using the <CONV> (convert) key.

Procedure

To extend a data call to a station (only older SelecSets support data calling):

- 1** While talking on a voice call, press the <CONV> key. The call is placed in consultation hold. (Consultation hold temporarily removes the party from the connection so transfer or conference operations can be performed.)
 - 2** The CAP representing the held call winks slowly.
 - 3** The <CONV> and <JOIN> keys are steadily lit.
 - 4** Dial the desired station number (you can dial your own station number to extend a data call to yourself).
 - 5** Press <JOIN>. The <JOIN> and <CONV> keys go dark. (If you are converting/transferring a data call to yourself, the data lamp should be flashing. Press <DATA> to answer the call).
 - 6** Press <START> to disconnect.
 - 7** To cancel a voice to data call conversion, press the winking CAP before pressing <JOIN>.
-

Intercom (ICOM) Calls

About intercom calls

An intercom call is a priority call that causes special ringing (four quick rings) at the phone you call. If you call a SelecSet, the intercom call rings at the highest-numbered CAP available.

Procedure

To make an intercom call:

- 1** Press <START>.
- 2** Press <ICOM>.
- 3** Dial the desired station number.

Note: You also can use the <ICOM> key to transfer a coverage call to the station for which it was intended. See [“Answering Coverage Calls”](#) on page 1-35 for more information.

Night Service

About the NIGHT key

Your SelecSet is equipped with a <NIGHT> key. You can use the <NIGHT> key to activate night service. Night service directs all after-hours calls to an alternate destination (night bell, specified station, etc.).

When there are multiple attendants

If your facility has multiple attendants, one attendant may be designated as the pilot station for the night service change. When the pilot station switches to night service, all other attendants are switched as well. See your system administrator if you need more information about your company's night service policy.

Activating night service

To use night service:

- 1** To activate night service, press <NIGHT>.
 - 2** The lamp associated with the <NIGHT> key lights. All incoming calls are directed to the predetermined location.
-

Deactivating night service

To deactivate night service:

- 3** Press <NIGHT>.
 - 4** The <NIGHT> key goes dark. Normal call routing resumes.
-

Paging

About paging

Paging lets you make announcements to selected paging zones or send pages to individual beepers.

Zone paging

You can use zone paging to send a page to external amplifiers. Two types of zone paging are available:

- Zone paging with auto meet-me
- Zone paging with park

Use zone paging with auto meet me when you want someone within the facility to call you. Use zone paging with park when you want to page someone who has a call.

Using zone paging with auto meet-me

- 1 Press the <ZPG> (zone paging) key or dial the zone paging access code.
- 2 Dial the proper zone number (see your system administrator for a list of zone numbers).

Zone 0 - All zones.	Zone 5 - _____
Zone 1 - _____	Zone 6 - _____
Zone 2 - _____	Zone 7 - _____
Zone 3 - _____	Zone 8 - _____
Zone 4 - _____	Zone 9 - _____

- 3 Announce instructions for the desired party to respond to your page.
- 4 Remain on the line to be automatically connected to the paged party.

Using zone paging with auto meet-me, continued

- 5** To answer a zone page with auto meet-me, the user dials the zone paging answer code.
 - 6** The user is connected to the paging party immediately.
-

Using zone paging with park

To use zone paging with park:

- 1** Press the <ZPG/P> (zone paging with park) key or dial the zone paging with park access code while connected to the caller.
- 2** Dial the proper zone number.
- 3** Dial a parked call identifier (PCI). When the PCI is dialed, you can do one of two things:
 - Press <START> to complete the park, OR
 - Press <CONF> to create a three-way conference when the paged party responds.

Note: A PCI is a number used to identify the parked call. Contact your system administrator for a list of the PCIs available in your system, or, use your own station number or the station number of the paged party as a PCI. Parked call identifiers (PCIs) are sometimes referred to as beeper identification numbers (BIDs).

Answering a zone page

To answer a zone page with park, the user dials the call park retrieve access code, plus the parked call identifier (PCI) used to park the call and is instantly connected to the parked call.

Radio paging

Radio paging lets you send a page to a beeper.

Note that your system may be equipped with voice radio paging or tone radio paging. The radio paging key or radio paging access code works for either type of radio paging.

Using radio paging

To use radio paging:

- 1** Press the radio paging <RPG> key, or dial the radio paging access code.
 - 2** Dial a beeper identification number (BID).
-

Answering a radio page...

To answer a radio page, the user dials the park pickup access code, plus the BID. BIDs are used differently in radio paging than in zone paging or call park. Radio paging BIDs are determined by the paging system and must be obtained from the system administrator.

Priority radio paging

To pre-empt other radio pages:

- 1** Press the priority radio paging (PRPG) key or dial the priority radio page access code.
 - 2** Dial the desired BID.
-

Answering a priority radio page

To answer a priority radio page, the user dials the park pickup access code, plus the BID.

Parking a Call

About call park

When you park a call, it can be picked up from any station.

Procedure

To park a call:

- 1** While talking on a call you want to park, dial the call park access code and a parked call identifier (PCI).
- 2** Press <START> to complete the park.

Note: A parked call identifier (PCI) is a number used to identify a parked call. Contact your system administrator for a list of the PCIs available in your system, or use your own station number or the station number of the paged party as a PCI. PCIs are sometimes referred to as beeper identification numbers (BIDs).

- 3** To pick up the call, dial the park pickup access code and the parked call identifier (PCI) used to park the call.
-

Recording a Conversation

Ways to record a conversation

You can record a conversation using either of the following methods:

Use this recording method...	To do this...
The <RECORD> key	activate a recorder that is located away from your console (but within the facility)
The recorder (RECOU) jack	To connect a recorder within each of your console. The recorder jack is provided for an external tape recorder.



Consult federal, state, and local regulations before recording phone conversations. Certain restrictions may apply. Note that the HCX5000 system does not provide a tone or other warning prior to recording a conversation.

Note: Both methods of recording require a recorder, which is not provided with the system.

Using the record key

To use the record feature using the <RECORD> key:

- 1 While engaged in a conversation that you want to record, press <RECORD>. The <RECORD> lamp lights and recording begins.
- 2 To stop recording, press <RECORD> again. The <RECORD> lamp goes dark. Recording ends.

Using the recorder jack

The recorder jack is provided for an external tape recorder. To record a conversation using the recording jack:

- 1 Plug the recorder into the RECOUT outlet on the back of the console (see [Figure 2-1.](#)). The required jack for the RECOUT outlet is a standard *miniature* phone jack.

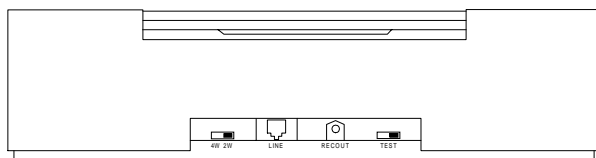


Figure 2-1: Recording jack

- 2 To record a current conversation, manually activate the recorder. Recording begins.
- 3 To stop recording, manually deactivate the recorder.

Redialing Numbers

Methods of redialing calls

Two features are available to simplify redialing of previously dialed numbers.

- Last number redial (LNR)
 - Saved number redial (SNR)
-

Last number redial (LNR)

This feature stores your most recently dialed number.

To use last number redial:

- 1** Press <START>. Dial a number and complete your conversation.
- 2** Press <LNR> to redial your most recently dialed number.

Note: LNR does not store numbers dialed through *system* speed dialing. It does store internal numbers dialed through autodial keys, but not external numbers.

Saved number redial (SNR)

Use saved number redial to save your most recently dialed number and cause the last number redial function to ignore any new numbers that you dial.

To save the number you just dialed...

- 1** Press the <SNR> key. The <SNR> lamp lights.

Note: You can press the <SNR> key as soon as the number is dialed, or you can wait until you hang up before pressing the key.

To dial the saved number...

- 2** Press the <LNR> key.

To cancel the saved number and reactivate LNR...

- 3** Press the <SNR> key again.

To use LNR ...	To use SNR ...
<ul style="list-style-type: none">• Press <LNR>.	1 Press <SNR> (SNR lamp on)
	2 Press <LNR> to dial the SNR number.
	3 Press <SNR> to cancel

Example

You plan to call parties A, B, and C this afternoon. You just called A, who was busy. Press <SNR> to save her number. Now dial B and then C, which LNR ignores. Later, press <LNR> to dial A's number. A's number remains stored until you press <SNR> again to cancel it.

Sending Pushbutton Tones

About pushbutton tones

Pushbutton tones are generated by pressing keys on the keypad while you are connected to pushbutton-controlled equipment.

Sending tones

To send tones, you must first press the <TONE> key. For example, to retrieve a message from a voice message system (VMS), you press the <TONE> key while you are connected to the VMS to send pushbutton tones in response to prompts from the VMS.

<TONE> key status

The VMS may direct you to press P to play your message. Depending on your actions, the following may occur:

If the <TONE> key is...	This happens when you press 7 (PRS)
Activated	Pushbutton tones are sent to the VMS
Not activated	the VMS is placed in consultation hold and another CAP is activated.

When you finish sending pushbutton tones, press the <TONE> key again.

Procedure

To send pushbutton tones:

- 1** Connect to the pushbutton-controlled equipment (e.g. the voice mail system).
- 2** Press the <TONE> key. The <TONE> key lights.
- 3** Generate pushbutton tones by pressing keys on the keypad.
- 4** When you finish sending pushbutton tones, press the <TONE> key again.

**Procedure,
continued**

Note: The <TONE> key lamp is extinguished and your console is returned to normal operation. To transfer a call when the <TONE> key is lit, press <JOIN> before dialing the desired number. After dialing, press <JOIN> again to transfer the call.

Training Attendant Operators

The duplicate handset jack

When training new attendant operators, you may want to use the duplicate handset jack.

Handset jack location

A handset jack is located about midway down on both sides of your console.

Monitoring and entering trainee conversations

You can plug a second handset into the unused jack so that the trainer can monitor and enter trainee conversations.

Industry standard handsets

The SelecSet 500A attendant console uses industry-standard handsets so that you can use a handset from another SelecSet or analog phone while training.

Recording trainee conversations

You may choose to record trainees' conversations rather than monitor them in person. If so, use the recording jack at the rear of the console, or the <RECORD> key, if your phone is equipped with one. See [“Programming Your SelecSet 500A”](#) on page 2-92.

Trunk Answer From Any Station (TAFAS)

About TAFAS

This feature enables another station to pick up your calls during periods of heavy call traffic. It is frequently used at smaller hotel/motel properties that use the front desk for attendant backup.

Operation

When a second call comes to your attendant console while you are on another call, your console continues to ring until you answer or until another specially designated station picks up the call.

Note: The station designated to pick up additional calls is alerted to ringing attendant calls by his or her <TAFAS> key, which flashes and/or rings.

Calls that can be picked up

These calls can be picked up by the designated station. They are answered in the order listed:

- Code calls
 - Incoming calls
 - Recalls
 - Information calls (dial 0)
-

Calls that cannot be picked up

These calls cannot be picked up by the designated station:

- Calls to your attendant station number
 - Calls to specific *trunk group answer* keys
 - Calls parked or held via a hold loop or soft park key
 - Calls to the night attendant
-

TAFAS station operation

How the TAFAS station picks up your calls...

The method used to answer TAFAS calls depends on the type of station. See the following:

If the user has a	The user does this...
analog phone	<ul style="list-style-type: none">• Dials the TAFAS feature access code
SelecSet	<ul style="list-style-type: none">• Dials the TAFAS feature access code or• Presses an autodial key programmed with the TAFAS feature access code.

Programming Your SelecSet 500A

About programmable keys

Programmable keys consist of suggested programmable keys, and optional programmable keys. Refer to “Programmable Keys” on page 1-20, for general information on programmable keys. Some of these keys can be programmed from your SelecSet; others must be programmed from the CMAT. See [Table 2-3](#) for a list of keys that you can program at your console.

Table 2-3 SelecSet 500A Programmable Keys

Key Name	Purpose
Account code (ACCODE)	<p>Types of account codes:</p> <p><i>Fixed account codes</i> have a fixed number of digits.</p> <p><i>Variable account codes</i> have a variable number of digits. The # signals the end of the account code.</p> <p>Using account codes:</p> <p><i>Before making the call:</i> dial the account code feature access code, (ACFAC) the account code (AC) (or press a key on which an account code has been programmed), then the phone number.</p> <p><i>During the call:</i> press a key programmed with the ACFAC and the AC. Your call is not interrupted. If you do not have a pre-programmed key, ask the party to hold. Press <TRANSFR>, dial the ACFAC + the AC, and wait for confirmation tone. Press the flashing CAP to resume your call.</p>
Autodial keys	provide one-key access to dial-access codes, account codes, and frequently called numbers.

Table 2-3 SelecSet 500A Programmable Keys (continued)

Breakin (BRKN)	breaks into a busy station even if you access a private network and that station is at another location in the network
Call park (PARK)	parks a call
Forward all calls	forwards all calls that come to your phone
Intercom/priority (ICOM)	announces and originates a priority call
Last number redial (LNR)	redials the last number dialed.
Manual campon (CAMP)	activates camp-on to a busy station that does not have call waiting assigned.
Priority radio paging (PRPG)	initiates priority radio paging
Radio paging (RPG)	Initiates radio paging
Zone paging (ZPG)	accesses zone paging equipment
Zone paging with park (ZPG/P)	accesses zone paging equipment to park a call.

**Programmable
key numbering**

See [Figure 2-2](#) for a description of how the programmable keys are numbered.

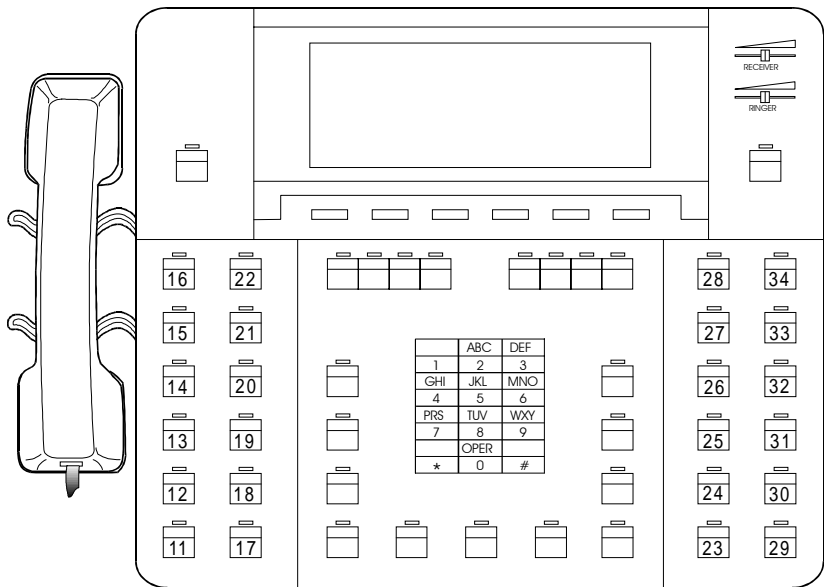


Figure 2-2: Programmable key numbering

**Determining if
a key is
programmed**

If you are not sure whether a key is programmed, press <DSPL> and the programmable key. Then press <DSPL> and any soft key to return to the normal display.

If the key is...	You see this displayed...
Programmed	the feature or autodial number assigned to the key at the bottom of your display
Not programmed	the word Autodial

Programming an Autodial Number

Procedure

To program a key with an autodial number or feature:

- 1** Press <START>.
 - 2** Dial the station speed calling registration code (usually #7).
 - 3** Press the key that you want to program.
 - 4** Dial the desired station or outside number. Include the trunk access code (usually 9) if programming an outside number (Autodial keys can be used to store account codes and dial access codes, too.)
 - 5** You receive confirmation tone (three short beeps) when the number is programmed.
-

Programming emergency numbers

If you program an emergency number into an autodial key, make sure the key is programmed correctly by making a test call. When the called party answers, briefly explain the reason for the call before hanging up.

Canceling an autodial number

To cancel an autodial number:

- 1** Press <START>.
 - 2** Dial the station speed calling cancellation code (usually ##7).
 - 3** Press the desired key.
 - 4** You receive confirmation tone (three short beeps) when the number is canceled.
-

Programming a Feature

Procedure

To program a feature, follow these steps:

- 1** Press <START>.
 - 2** Dial the station speed calling registration code (usually #7).
 - 3** Press the key that you want to program.
 - 4** Dial the desired feature access code. You receive confirmation tone (three short beeps) when the feature is programmed.
-

Canceling a Feature

Procedure

To cancel a feature, follow these steps:

- 1** Press <START>.
 - 2** Dial the station speed calling cancellation code (usually ##7).
 - 3** Press the desired key. You receive confirmation tone (three short beeps) when the feature is canceled.
-

Labeling Instructions

Key labeling

After you program your SelecSet, you should label your keys. The fixed keys, hold loops and <INC>, <RCL> and <INF> keys are pre-labeled. Your SelecSet 500A also comes with sheets of pre-printed and blank labels for use on suggested and optional programmable keys such as specific autodial numbers or trunk group answer keys.

Procedure

To label your keys:

- 1** Insert the entire label sheet in a typewriter.
 - 2** Type on the desired label.
 - 3** When you finish labeling your SelecSet, keep the sheet in case you reprogram your keys.
 - 4** To verify that you have the proper key for the label, press <DSPL> plus any programmable key. If the key is programmed, the bottom line of the display shows the key number plus the feature or autodial number assigned to the key; if not, the key number plus *Autodial* displays.
 - 5** Press <DSPL> plus any soft key to return to the normal display.
 - 6** Remove the label and place it carefully on the key.
-

Example

See [Figure 2-3](#) for an example of proper label placement.



Figure 2-3: Example of key labeling

After you label your programmable keys, store the remaining labels in a safe place; you'll need them again if you reprogram your keys.

Quick Reference Sheet

Performing basic attendant operations

Use this section as a quick reference when you need to perform basic attendant operations. See the page numbers beside each operation for more information.

Placing a call (page 1-29)

To place a call:

- 1** Press <START>.
 - 2** Dial the station or outside number (dial the trunk access code for outside numbers, usually 9).
 - 3** Press <START> again to disconnect.
-

Answering and transferring a call (page 1-31 and page 1-42)

To answer and transfer a call:

- 1** Press the <ANS> key to answer the call.
 - 2** Dial the number to which you want to transfer the call.
 - 3** Press <JOIN> to complete the transfer.
-

Holding a call
(page 1-38)

To hold a call, use any of the following methods:

Using soft park...

- 1 While connected to another party, press <SFPK>.
- 2 Press the <SFPK> key again to retrieve the call.

Using a hold loop...

- 1 While connected to another party, press a hold loop.
- 2 Press the same hold loop a second time to retrieve the call.

Using the <HOLD> key...

- 1 Press the <HOLD> key while on an active call. A CAP winks representing the held call.
 - 2 Press the winking CAP to retrieve the call.
-

**Creating a
multiparty
conference call**
(page 1-50)

To create a multiparty conference call...

- 1 While connected to one party, press <CONF>; then dial a second party.
 - 2 After the called party answers, press <CONF> to create a three-party conference.
 - 3 To add an additional party, press <CONF>; then dial the desired number. Press <CONF> after the called party answers. A conference can consist of up to six parties.
 - 4 To exit the conference, press <JOIN>.
-

APPENDIX: TESTING THE CONSOLE

Test switch

A test switch located on the back of the console enables you to test the keys and lamps, and demonstrate certain ringing characteristics. See [Figure A-1](#).

Your console cannot receive or originate calls while in the test mode. Therefore, the test mode should only be entered during low-traffic hours.

Entering Test Mode

Procedure

- 1 Flip the test switch in the direction of the arrow as shown in Figure A-1.
- 2 Unplug the telephone line coming into the console, then plug it back in (the telephone line plugs into the phone at the jack labeled *Line*.)

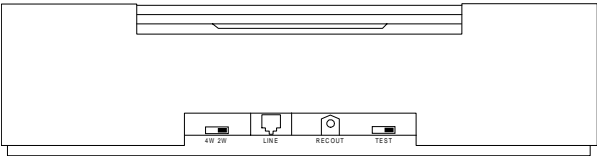


Figure A-1: Attendant console control panel

- 3 All lamps on the console flash and the display flashes the word TEST.

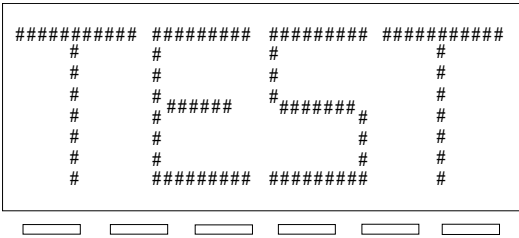


Figure A-2: Console test display

- 4 Make sure that all lamps are working properly.
- 5 Press any key under the display to proceed.

The information shown in [Figure A-3](#) is displayed.

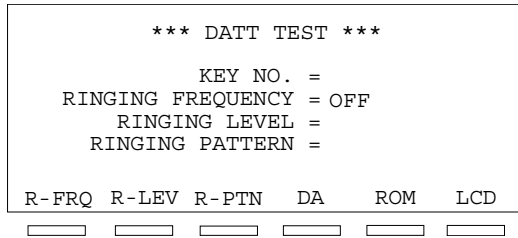


Figure A-3: Console test display

Key labels

Notice the labels above the keys. Each key represents a different component of the console test. Refer to [Table A-1](#) for a description of key designations and functions.

Key labels and functions

See the following table for a description of key labels and associated functions.

Table A-1 Description of Key Labels and Functions

Key Designation	Function
R-FRQ	Displays and demonstrates different ringing frequencies (pitches) that can be assigned to your console.
R-LEV	Displays, demonstrates, and allows you to change the ringing level used with your console. The two choices are low and normal.
R-PTN	Demonstrates default ringing patterns used for different types of calls.
DA	Indicates whether or not a data adapter is assigned to your console.
ROM	Indicates the version of read-only memory (ROM) used by your console.
LCD	Tests the liquid crystal display to ensure that all portions of the display are working properly.

**Test
procedures**

The following highlighted sections each describe a test procedure. If you do not need information on every procedure, refer to the relevant page number for information on the specific item.

To find information on this test procedure...	Refer to this page...
R-FRQ (ringing frequencies)	page A-6
R-LEV (ringing level of console)	page A-7
R-PTN (ringing pattern)	page A-9
DA (data adapter assignment)	page A-11
ROM (read-only memory of console)	page A-12
LCD (liquid crystal display)	page A-13

Demonstrating Ringing Frequencies

Procedure

To demonstrate ringing frequencies:

- 1** Press the <R-FRQ> key. You see the first ringing frequency listed on the display and you hear it. (Ringing frequencies determine the pitch of the ring.) The sample of this frequency is repeated about every three seconds until you press the <R-FRQ> key again.
- 2** Press the <R-FRQ> key a second time to display and demonstrate the second ringing frequency. Subsequent key presses scroll through the different ringing patterns until you return to the OFF designation.

A list of the ringing patterns that can be demonstrated follows. Remember, this facility only permits you to demonstrate these patterns. Patterns are changed at the CommCenter-CMAT by your system administrator.

- 500 Hz
 - 400/500 Hz
 - 400/600 Hz
 - 500/600 Hz
- 3** Exit the test mode at any time by returning the TEST switch to its original position.
-

Changing the Ringing Level

Procedure

To change the ringing level:

- 1 While displaying any ringing frequency (500, 400/500, 400/600, 500/600), press <R-LEV>. The normal ringing level (or volume) is demonstrated, and the ringing level field indicates Normal. See [Figure A-4](#).

```

*** DATT TEST ***

KEY NO. =
RINGING FREQUENCY = 500Hz
RINGING LEVEL = NORMAL
RINGING PATTERN = LINE-LINE (USA)

R-FRQ R-LEV R-PTN DA ROM LCD
  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]

```

Figure A-4: Normal ringing level (volume)

- 2 To change the ringing levels to low, press <R-LEV> a second time. The ringing level is changed to low as shown in [Figure A-5](#).

```

*** DATT TEST ***

KEY NO. =
RINGING FREQUENCY = 500Hz
RINGING LEVEL = LOW
RINGING PATTERN = LINE-LINE (USA)

R-FRQ R-LEV R-PTN DA ROM LCD
  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]

```

Figure A-5: Ringing level changed to low

Note: You can still use the ringing volume control at the top right of your console to adjust volume. The maximum volume is, of course, louder if the ringing level is set to normal.

- 3** Press the <R-LEV> key to toggle between the two levels. The level that is displayed when you exit the test mode is the one that is in effect.
 - 4** Exit the test mode at any time by returning the TEST switch to its original position.
-

Demonstrating Default Ringing Patterns

Procedure

To demonstrate default ringing patterns:

- 1 While displaying any ringing frequency (500, 400/500, 400/600, 500/600), the default pattern for station-to-station calls is displayed and demonstrated. The default pattern is simply the pattern normally used. [Figure A-6](#) provides an example of the default ringing pattern.

```

*** DATT TEST ***

      KEY NO.  =
RINGING FREQUENCY = 500Hz
      RINGING LEVEL = NORMAL
      RINGING PATTERN = LINE-LINE (USA)

R-FRQ  R-LEV  R-PTN  DA    ROM    LCD
  [ ]    [ ]    [ ]    [ ]    [ ]    [ ]

```

Figure A-6: Default for station-to-station calls

- 2 To display/demonstrate another ringing pattern, press <R-PTN> again. See [Figure A-7](#)

```

*** DATT TEST ***

      KEY NO.  =
RINGING FREQUENCY = 500Hz
      RINGING LEVEL = NORMAL
      RINGING PATTERN = TRUNK-LINE (USA)

R-FRQ  R-LEV  R-PTN  DA    ROM    LCD
  [ ]    [ ]    [ ]    [ ]    [ ]    [ ]

```

Figure A-7: Displaying another ringing pattern

**Procedure,
continued**

The first five ringing patterns are relevant for the American telephone industry. These include:

- Line-to-line
- Trunk-to-line
- Attendant-to-line
- Intercom call
- Callback

Other ringing patterns follow if you continue to press <R-PTN>. These ringing patterns are primarily associated with the Japanese telephone industry.

- 3** Exit the test mode at any time by returning the TEST switch to its original position.
-

Determining if a Data Adapter is Assigned

Procedure

To determine if a data adapter is assigned:

- 1 Press and hold the <DA> key to display a new line above the key labels. This display tells you if a data adapter is assigned to the console.
- 2 Lift your console to see if a wedge-shaped device (data adapter) is attached underneath and the console has short legs attached to it. When you first assign a data adapter, use this test procedure to confirm that your data adapter is assigned properly. See [Figure A-8](#) for an example of a display showing data adapter assignment.

```

*** DATT TEST ***
      KEY NO.  =
RINGING FREQUENCY = OFF
      RINGING LEVEL = NORMAL
      RINGING PATTERN = LINE-LINE (USA)
      DATA ADAPTER = NO

R-FRQ  R-LEV  R-PTN  DA    ROM    LCD
  [ ]    [ ]    [ ]    [ ]    [ ]    [ ]

```

Figure A-8: Displaying data adapter assignment

If a data adapter is assigned to your console, the display reads DATA ADAPTER = YES.

Displaying Your Console ROM Level

Procedure

To display the ROM level:

- 1 To display your console’s read only memory (ROM) version, press and hold the <ROM> key.
- 2 A new line appears above the key labels, displaying the ROM version you are using. An example of this is shown in [Figure A-9](#).

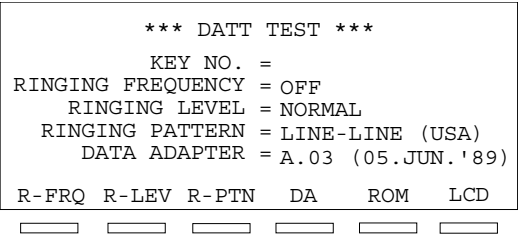


Figure A-9: Displaying console ROM version

- 3 To exit the test mode at any time, return the TEST switch to its original position.
-

Testing the Liquid Crystal Display

Procedure

You can test your LCD to make sure all areas are active.

- 1 Press and hold the <LCD> key.
- 2 The active areas of the display are shaded. The shaded area should form a complete rectangle, as shown in [Figure A-10](#). If you detect areas of the display that are inactive, contact your telephone equipment service provider.

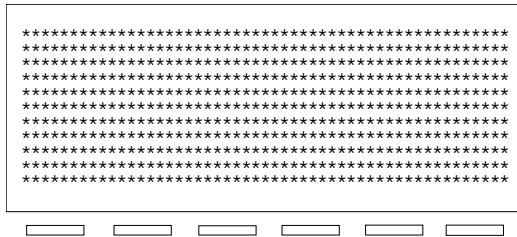


Figure A-10: Display LCD test

You can exit the test mode at any time by returning the TEST switch to its original position.

Index

Numerics

2ND WU key, 2-36

A

Account code, 2-92

Account codes, 2-95

 assigning, 2-47

 fixed, 2-47

 variable, 2-47

Additional operations, 1-xii, 2-1

Alarm, 2-50

 answer detection, 2-53

 combined, 2-50

 E911, 2-56

 LTA/VER, 2-57, 2-70

 property management system, 2-51

 RAL, 2-53

 reminder/wakeup, 2-53

 system, 2-51

 voice message system, 2-52

ANI privacy and publicity, 2-62

Announce feature, 2-58

Announced calls

 making, 2-58

Announcing the conference, 1-46

Answer key, 1-33, 2-72

Answering, 1-31

 a specific line, 2-60

 another phone from your console, 2-59

 coverage calls, 1-35

 multiple calls, 1-37

 returned calls, 1-33

Autodial keys, 2-92, 2-95

 labeling, 2-97

 programming, 2-94

 using, 2-48

B

Beeper identification number (BID), 2-73

Blocking and sending caller ID, 2-62

Blocking calls between guest rooms, 2-66

Breakin, 2-93

Breaking into a busy station, 1-60

Bridged CAPs, 1-46

C

Call park, 2-82, 2-93

 picking up a call, 2-82

Call restrictions, 2-4

 controlling, 2-4

Caller ID

 blocking and sending, 2-62

 displaying, 1-7

CAMP key, 2-93

Camping on to a busy station, 2-68

Canceling a second wakeup call, 2-39

CAP, 1-32

CHARGE soft key, 2-46

Checking a trunk, 2-70

CNCL key, 1-34

Code call

 making, 2-72

 receiving, 2-72

CODE key, 2-72

Conferencing, 1-46

 announcing the conference, 1-46

 canceling a call and returning to the caller, 1-46

 creating a multiparty conference, 1-50

 disconnect, 1-51

 disconnecting the last person added to the conference, 1-46

 exit, 1-51

 holding, 1-50

 multiparty, 1-47

 retrieve, 1-50

 using bridged CAPs, 1-48

Consultation hold, 1-46

Controlling call restrictions, 2-4

COVER key, 2-9

Coverage

 calls, 1-35

 canceling, 2-11

 controlling, 2-8

Creating a three-party conference, 1-46

Credit limit, 2-13

types, 2-13

D

DA key, A-4

Daily wakeup

for second wakeups, 2-42

registering, 2-41

Data adapter assignment, A-5

Data calls

extending incoming calls to stations, 2-76

Default ringing patterns

demonstrating, A-9

Dialing frequently called number, 2-74

Disconnecting a party in a conference, 1-46

Display programmable key information, 1-9

DND key, 2-19

Do-not-disturb, 2-19

controlling, 2-19

forwarding, 2-26

registering

for a group, 2-19

ringing a station in, 2-24

E

Emergency numbers

programming, 2-95

Extending incoming data calls to a station, 2-76

F

FEATUR key, 2-11

H

Hold loops, 1-38

Holding, 1-38

a single call, 1-39

multiple calls, 1-41

using hold loops, 1-38

using the Hold key, 1-40

I

ICOM, 2-77, 2-93

Incoming (INC) key, 1-31

Information (INF) key, 1-31

Intercom calls

making, 2-77

J

JOIN key, 1-34

L

Language and VIP status indicators, 1-10

Last number redial, 2-93

LCD key, A-4

LNR key, 2-93

Long trunk alarm, 2-55

LTA/VER key, 2-55

M

Making a code call, 2-72

Making an announced call, 2-58

Making an intercom call, 2-77

Making announcements to selected paging zones, 2-79

Manual campon, 2-93

Messaging, 1-52, 1-56

retrieving messages, 1-56

turning the message waiting lamp on while calling the station, 1-53

N

Night service, 2-78

activating, 2-78

P

- Paging, 2-73, 2-79
- PARK key, 2-93
- Parked call identifier (PCI), 2-82
- Parking a call, 2-82
- Placing an outside call for another station
 - connected, 1-29
 - station idle, 1-30
- Priority call, 2-77
- Priority radio paging, 2-81, 2-93
 - answering, 2-81
- Private network, 1-xi
- Programming your SelecSet 500A, 1-xii, 2-92
- Property management system alarm, 2-52
- PRPG key, 2-93
- Pushbutton tones
 - sending, 2-87

Q

- Quick reference, 2-99

R

- Radio paging, 2-81, 2-93
- Read-only memory of console, A-5
- Recall (RCL) key, 1-31
- Recalls, 1-33
- Receiving a code call, 2-72
- Receiving alarms, 2-50
 - answer detection, 2-53
 - long trunk alarm, 2-55
 - property management system, 2-52
 - reminder/wakeup, 2-53
 - system alarms, 2-51
 - voice message system, 2-52
- RECORD key, 2-83
- Recording a call
 - recorder jack, using, 2-84
- Recording a conversation, 2-83
- RECOUT jack, 2-83
- Redialing
 - last number redial, 2-85
 - saved number redial, 2-86

- Reminder/wakeup call alarm, 2-53
- RESTR key, 2-5
- Retrieving calls in soft park, 1-41
- R-FRQ key, A-4
- Ring a station in do-not-disturb, 2-24
- Ring frequency, A-5
 - demonstrating, A-6
- Ring level
 - changing, A-7
- Ring pattern, A-5
- R-LEV key, A-4
- ROM key, A-4
- Room-to-room blocking, 2-66
- RPG key, 2-93
- R-PTN key, A-4
- RRB key, 2-66
- rvise, 2-78

S

- Second wakeup call, 2-32
 - canceling, 2-39
 - setting, 2-36
- Sending a page to a beeper, 2-81
- Setting the system clock, 2-28
- Soft park, 1-41
- Switchhook flash (SHF) to a trunk, 1-44
- System clock, setting, 2-28
- System speed calling, 2-75
 - group numbers, 2-75

T

- Testing the console, A-1
- Three-party conference, 1-50
 - creating, 1-46
- TIME key, 2-29
- TONE key, 2-87
- Training attendant operators, 2-89
- Transferring, 1-42
 - a caller back to called station, 1-34
 - a caller to another station, 1-34
 - using switchhook-flash-to-a-trunk, 1-44
- Trunk group select answering, 2-60
- Turning the message light on at called station,

1-34

Type of station values, 1-32

U

Using an autodial key at the beginning of a
call, 2-48

Using the keypad, 2-48, 2-49

V

Viewing the cost of calls, 2-46

VIP and language indicators, 1-10

VIP wakeup

displaying and delivering, 2-43

Voice message system alarm, 2-52

W

WAKEUP key, 2-33

Wakeup/reminder calls

controlling, 2-32

daily, 2-41

VIP, 2-43

Z

Zone paging, 2-79, 2-93

with auto meet-me, 2-79

with park, 2-79, 2-80, 2-93

answering, 2-80

ZPG key, 2-93

ZPG/P key, 2-93